

Summary Note Information

Mercedes Benz of U.S.A

Note ID 837656 **Cus Ident** 7863441 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Ozark AL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL
Sell Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL
Last Sell Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 5731 **Prod Date** 6/22/2004 **Warr Date** 8/9/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	02/09/2005 14:06:58	Penny Readie	6310
	Commitments Not Fulfilled As Promised	02/09/2005 14:06:58	Penny Readie	6310
Dealer Parts	Part(s) not Available	02/09/2005 14:07:06	Penny Readie	6310
	Part(s) on Backorder	02/09/2005 14:07:06	Penny Readie	6310
Survey Inquiries	SES - Service Experience Survey	02/09/2005 14:05:38	Penny Readie	6310

Summary Notes

2/2/2005 14:22:53

From File 050202SEAnswers
Record Sequence Number M4632874
World VIN WDBUF26J05A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MIKE SCHMITZ AUTOMOTIVE GROUP, INC.? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MIKE SCHMITZ AUTOMOTIVE GROUP, INC.
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MIKE SCHMITZ AUTOMOTIVE GROUP, INC.:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MIKE SCHMITZ AUTOMOTIVE GROUP, INC.? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM MIKE SCHMITZ AUTOMOTIVE GROUP, INC.? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Gas Mileage And Handling. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"See Attached Statement. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
2/9/2005 14:04:27 [REDACTED] 6310

Survey Summary: customer satisfied with vehicle and very satisfied with service experience. Customer claims vehicle was not ready as promised and requires an additional visit. Customer included a letter stating his dissatisfaction with the delay of parts.

Action: called [REDACTED], writer left 800# message with secretary - (no voice mail).

2/9/2005 17:51:09 [REDACTED] 7837

Customer called back in regards to message left. Customer claims he brought vehicle in for repair in Aug of 2004 Customer claims teleaid was not working and the SRS button was continuously lit up. Customer claims dealer fixed the teleaid system but have not been able to fix the SRS issue. Customer claims he was waiting for a part in Dec. 2004, the part came in it did not work properly. Customer claims dealer told him they were ordering another part and they have not called him yet. Customer claims the 2nd part was ordered around Dec. 20th. Writer advised customer to speak with Serv. Manager customer claims he already did and that the issue is not with the dealership its with MB not having that part available. Writer apologized for inconvenience and advised his concerns would be passed along to a supervisor for their review.

2/10/2005 10:01:30 Robyn Letz 6209

Writer called dealer to get specifics of what part is on back order. Customer is listed as Universal Fuel at dealer, they will research and call back.

Summary Notes

2/14/2005 17:01:35 Robyn Letz 6209

sent to PAC

2/16/2005 11:35:44 William Maher 6250

Update from PAC:

Dealer will have part# A2118702326 tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 859641 **Cus Ident** 25576321 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Glendale CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05758 CALSTAR MOTORS, INC. GLENDALE CA
Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Last Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 10532 **Prod Date** 7/13/2004 **Warr Date** 9/14/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	04/05/2005 16:31:35	Jessica Redzia	6206
	Overall Satisfaction with Service	04/05/2005 16:31:35	Jessica Redzia	6206
Vehicle Quality	Overall Dissatisfaction with Quality	04/05/2005 16:31:44	Jessica Redzia	6206
Survey Inquiries	SES - Service Experience Survey	04/05/2005 16:31:40	Jessica Redzia	6206

Summary Notes

3/28/2005 14:21:17

From File 050328SEAnswers
Record Sequence Number M4783623
World VIN WDBUF65J65A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT CALSTAR MOTORS, INC.? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT CALSTAR MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM
CALSTAR MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
E320 SERVICED
AT CALSTAR MOTORS, INC.? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Unlikely

14b. FROM CALSTAR MOTORS, INC.? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
E320? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Engine Has No Problem, Good Styling. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?
"More Power Needed. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Have Had This Vehicle Of The Shop For 14 Days Since I Bought It In 9/04.
All The Problems Have Been Electronic. Either It's The Srs System,
Navigation, Cd Music. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/5/2005 16:31:28 [REDACTED] 6206

Survey Summary: Customer was satisfied with dealer service. No follow-up. Customer was dissatisfied with vehicle. Customer comments: "I Have Had This Vehicle Of The Shop For 14 Days Since I Bought It In 9/04. All The Problems Have Been Electronic. Either It's The Srs System, Navigation, Cd Music. "

Action: Called (818)-241-1501 and left 800# message on voice mail.
Survey is in DocuLogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 863418 **Cus Ident** 26191040 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Diablo CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA
Sell Dlr 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA
Last Sell Dlr 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 6142 **Prod Date** 7/20/2004 **Warr Date** 11/1/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	04/06/2005 22:57:18	Carol Graubard	6334
Telephone	Overall Dissatisfaction with Phone	04/06/2005 22:58:45	Carol Graubard	6334
Vehicle Quality	Frequency of Repairs	04/06/2005 22:58:58	Carol Graubard	6334
	Overall Dissatisfaction with Quality	04/06/2005 22:58:58	Carol Graubard	6334
Service / Repairs	Repeat Repairs on Same Component	04/06/2005 22:58:10	Carol Graubard	6334
	Vehicle To Dealer Within First 90 Days	04/06/2005 22:58:10	Carol Graubard	6334
Survey Inquiries	SES - Service Experience Survey	04/06/2005 22:58:34	Carol Graubard	6334
	Survey Reviewed/No Action Required	04/06/2005 22:58:34	Carol Graubard	6334
Customer Comments / Su	Seat Styling / Comfort / Operation	04/06/2005 22:56:48	Carol Graubard	6334
	Telephone	04/06/2005 22:56:48	Carol Graubard	6334

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/06/2005 22:59:04	Carol Graubard	6334
Air Bags	Airbag	04/06/2005 22:57:26	Carol Graubard	6334
Seats	Non-Child Seat Issue	04/06/2005 22:59:29	Carol Graubard	6334

Summary Notes

4/4/2005 14:22:11

From File 050404SEAnswers
Record Sequence Number M4781892
World VIN WDBUF65J55A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT STEAD MOTORS OF WALNUT CREEK? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT STEAD MOTORS OF WALNUT CREEK
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM STEAD MOTORS OF WALNUT CREEK:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Yes

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT STEAD MOTORS OF WALNUT CREEK? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM STEAD MOTORS OF WALNUT CREEK? Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"The Look, Feel And Ride "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"Improve The Electronics "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"This Car Is Justt 3-4 Days Away From Qualifying As A Lemon. It's Been In The Shop For 24 Days For Safety Related Issues (srs). Seat Still A Problem And Phone System Just Doesnt Work Period. Dealer Cant Seem To Figure Out The Phone Issue. The Cars Been In The Hsop More Than 30 Days Total Since Purchase. Only Call If Its Someone Who Can Make A Decision Or Solve The Problem. Dont Have A Marketing Person Call Me And Waste My Time. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/6/2005 22:55:49 Carol Graubard 6334

SES - in DL.
Very Satisfied with dealer service and Very Dissatisfied with E320.
Vehicle not ready when promised.
Additional visit was required.

SUGGESTIONS: "Improve the electronics."

COMMENTS: This Car Is Just 3-4 Days Away From Qualifying As A Lemon. It's Been In The Shop For 24 Days For Safety Related Issues (srs). Seat Still A Problem And Phone System Just Doesn't Work Period. Dealer Can't Seem To Figure Out The Phone Issue. The Car's Been In The shop More Than 30 Days Total Since Purchase. Only Call If Its Someone Who Can Make A Decision Or Solve The Problem. Don't Have A Marketing Person Call Me And Waste My Time. "

Writer reviewed survey with TL Drew Dunleavy, who advised no call necessary and sent NTMT to dealer #05623
Survey removed from Q.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 883535 **Cus Ident** 14768882 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED] **Address** [REDACTED] SR.

Marco Island FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Sell Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Last Sell Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J85X [REDACTED]
Mileage 165 **Prod Date** 3/31/2005 **Warr Date** 4/23/2005 **Model** E500 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Satisfaction with Sale	05/21/2005 12:55:24	Lauren Wizemann	7863
Vehicle Quality	Overall Dissatisfaction with Quality	05/21/2005 12:55:47	Lauren Wizemann	7863
Service / Repairs	Vehicle To Dealer Within First 90 Days	05/21/2005 12:55:54	Lauren Wizemann	7863
Survey Inquiries	IBS - Initial Buyer Survey	05/21/2005 12:55:34	Lauren Wizemann	7863
	Survey Reviewed/No Action Required	05/21/2005 12:55:34	Lauren Wizemann	7863

Summary Notes

5/19/2005 14:24:02

From File 050519IBSanswers
Record Sequence Number M4965722
World VIN WDBUH83J85X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF NAPLES?

Very Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Excellent

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E500? Very Satisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF NAPLES :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Likely

10b. FROM MERCEDES-BENZ OF NAPLES? Somewhat Unlikely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E500 SERVICED
AT MERCEDES-BENZ OF NAPLES? Very Unlikely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E500? Very Dissatisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"Don't Know- It Had Been In Repair Since I Received It. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E500 FOR THE FUTURE?

"Yes- Have The Manufacturer Check Everything Before Delivery. My Airbags
Malfunctioned In Less Than 100 Miles And The Service Department Was Too
Busy To Take Care`of It. "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Ann Ross Is A Top Sales Person Mike (evans) Took Over The Service Side And
Is Doing His Best To Accomodate Me. I Also Have A 99 SI500- Had It In For
Routine Service In April. Took 2 Days To Get It Back. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

5/21/2005 12:55:13 [REDACTED]

7863

IBS Survey Summary

-Customer very satisfied with dealer; very dissatisfied with vehicle

-Customer suggestions: "Yes- Have The Manufacturer Check Everything Before Delivery. My Airbags
Malfunctioned In Less Than 100 Miles And The Service Department Was Too Busy To Take Care`of It. "

-Customer comments: "Ann Ross Is A Top Sales Person Mike (evans) Took Over The Service Side And Is Doing
His Best To Accomodate Me. I Also Have A 99 SI500- Had It In For Routine Service In April. Took 2 Days To
Get It Back. "

Action: Did not contact, customer indicated he did not wish to receive phone contact on his survey.

Survey in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 891609 **Cus Ident** 26028747 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Hawthorne CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Last Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 2669 **Prod Date** 10/12/2004 **Warr Date** 12/20/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Satisfaction with Sale	06/11/2005 14:33:43	michelle gallego	7854
Vehicle Quality	Overall Dissatisfaction with Quality	06/11/2005 14:33:55	michelle gallego	7854
Survey Inquiries	SES - Service Experience Survey	06/11/2005 14:33:51	michelle gallego	7854

Summary Notes

6/10/2005 14:21:03

From File 050610SEAnswers
Record Sequence Number M4940621
World VIN WDBUF65J45A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF LONG BEACH? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF LONG BEACH
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF LONG BEACH:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MERCEDES-BENZ OF LONG BEACH? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Likely
14b. FROM MERCEDES-BENZ OF LONG BEACH? Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"The Attention To Details On The Small Things. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"Yes, Centralize The Clock And Move The Cup Holders To A Place That's Not In The Way Of Shifting. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"The Only Dissatisfaction I've Had Was The Srs Problem, That I Had To Return To The Dealer 4 Seperate Times. It's A Great Car Though. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
6/11/2005 14:33:30 [REDACTED]

7854

Survey summary: Cusotmer was satisfied with dealership. Customer rated service advisor excellent. CUsotmer was satisfied with worked performed. Customer was dissatisfied with vehicle. Customer comments: "The Only Dissatisfaction I've Had Was The Srs Problem, That I Had To Return To The Dealer 4 Seperate Times. It's A Great Car Though.

Action: No action required due to suppression and a CR referral. Writer will remove survey from the queue.

Survey is in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 898243 **Cus Ident** 4811248 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

Elm Grove WI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI
Sell Dlr 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 337 **Prod Date** 2/7/2005 **Warr Date** 9/30/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenanc	Vehicle Relationship Update	06/29/2005 20:42:14	Lauren Wizemann	7863
Survey Inquiries	IBS - Initial Buyer Survey	06/29/2005 20:41:29	Lauren Wizemann	7863
Customer Comments / Su	Interior Styling	06/29/2005 20:41:59	Lauren Wizemann	7863

Summary Notes

6/29/2005 14:21:06

From File 050629IBSanswers
Record Sequence Number M5093522
World VIN WDBUF87J76X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH INTERNATIONAL AUTOS, INC.?

No Response

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? No Response

2d. ABILITY TO ANSWER YOUR QUESTIONS? No Response

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR E350? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM INTERNATIONAL AUTOS, INC. :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? No Response

10b. FROM INTERNATIONAL AUTOS, INC.? No Response

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E350 SERVICED AT INTERNATIONAL AUTOS, INC.? No Response

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW E350? No Response

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
"No Text"

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Please Call Me. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

Summary Notes

6/29/2005

20:41:08

7863

IBS Survey Summary

-Customer left most of survey blank

-Customer comments: "Please Call Me. "

Action: Called [REDACTED], spoke to [REDACTED], who stated she had several issues with her vehicles at International Autos. Customer alleged her first 2006 E350, which she no longer owns, had "sealer" glue on the windshield of both sides of vehicle, had problems with the TeleAid GPS locator, and a malfunction with the SRS, Airbags light, and the seats getting hot. Dealership allegedly had trouble obtaining parts and replaced vehicle.

Customer alleged she also had problems with her 2002 E320, which she no longer owns, that following a service visit regarding an engine oil system message, her vehicle was vibrating in the steering wheel, brakes, and gas pedal. Customer alleged that issue was resolved another visit later when the tires were changed. Customer stated she still likes International Autos.

Customer stated she loved her 2002 E320 and that the new 2006 E350 has a smaller armrest console and the glove box is too small for the maintenance book.

Survey in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 900999 **Cus Ident** 344151 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fresno CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J45A [REDACTED]
Mileage 818 **Prod Date** 8/20/2004 **Warr Date** 6/1/2005 **Model** E500(W), 2005

Summary Notes

7/7/2005 14:22:23

From File 050707IBSanswers
Record Sequence Number M5114888
World VIN WDBUF70J45A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
FLETCHER JONES MOTOR CARS, INC.?

Very Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU LEASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Excellent

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E500(W)? Very Satisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
FLETCHER JONES MOTOR CARS, INC. :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Yes

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Likely

10b. FROM FLETCHER JONES MOTOR CARS, INC.? Very Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E500(W) SERVICED
AT FLETCHER JONES MOTOR CARS, INC.? Very Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E500(W)? Very Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Drivability Ridability , Performance, Quiet, Smooth Transmission "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E500(W) FOR THE FUTURE?

"The Srs Needes The Coil Replaced And Rerouting Of The Wires "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"I Have Known Bob Evans Your Service Manager For Over 20 Years. You Could
Not And Cannot Do Better Denise Banner Represents You Well. She Served Us
Well. Served Us Well. We Described Wanted By Phone. When We Arrived The
Selection Was Perfect. She Is Professional Client Oriented And A Pleasure
To Work With . I Will Recommendation Interested In A Mercedes "

-
COMPLETE NAME CHANGE REQUIRED:

Prefix : First Name : M : Last Name

[REDACTED] [REDACTED] [REDACTED]

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

Summary Note Information

Mercedes Benz of U.S.A

Note ID 903204 **Cus Ident** 22308866 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jupiter FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL
Sell Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 11152 **Prod Date** 8/26/2004 **Warr Date** 1/7/2005 **Model** E500(W), 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	07/14/2005 11:12:49	Anna Peet	6305
	Overall Satisfaction with Service	07/14/2005 11:12:49	Anna Peet	6305
	Repeat Visit for Same Issue	07/14/2005 11:12:49	Anna Peet	6305
Vehicle Quality	Frequency of Repairs	07/14/2005 11:12:58	Anna Peet	6305
	Overall Dissatisfaction with Quality	07/14/2005 11:12:58	Anna Peet	6305
Survey Inquiries	SES - Service Experience Survey	07/14/2005 11:12:54	Anna Peet	6305

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/14/2005 11:13:03	Anna Peet	6305

Summary Notes

7/13/2005 14:22:32

From File 050713SESanswers
Record Sequence Number M5054328
World VIN WDBUF70J15A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF PALM BEACH? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF PALM BEACH
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF PALM BEACH:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E500(W) SERVICED AT MERCEDES-BENZ OF PALM BEACH? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM MERCEDES-BENZ OF PALM BEACH? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E500(W)? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E500(W) FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Very Displeased . Owned It Since Jan. Constantly In Shop; Electronics Always A Problem; Air Goes Out, Roof Doesn't Work. Srs System, Seat Belt Broken, Goes On. I Have Always Owned Mercedes But Very Displeased With This New One. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
7/14/2005 11:12:36 [REDACTED] 6305

Survey Very Satisfied for dealer. Very DISSATISFIED for vehicle. DISSATISFIED for Alt Trans - States "SUV dented in multiple places, I sell high end real estate." Also states "Very Displeased . Owned It Since Jan. Constantly In Shop; Electronics

Always A Problem; Air Goes Out, Roof Doesn't Work. SRS System, Seat Belt Broken, Goes On. I Have Always Owned Mercedes But Very Displeased With This New One. "

Action: Contacted customer @ [REDACTED] She stated that there have been "Constant" electrical problems with vehicle. States that vehicle was in last week for seat belt sensor problem, and "popping" sound in trans or steering column. States that both still exist. States that she spoke to SA, Jim Basher and he adv to bring vehicle back in again. States that she feels vehicle is a Lemon as she has only had for 6 months and has had so many repairs. States that she will probably NOT purchase another MB. Also states that Jim Basher has been great. Writer adv that she should speak with SM, Mike Destefano. She states that she does know Mike. Writer adv that she contact him and adv that vehicle will be coming in again.

NTMT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 906880 **Cus Ident** 27318981 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

Mercer Island WA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA
Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA
Last Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 230 **Prod Date** 4/13/2005 **Warr Date** 6/11/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	07/23/2005 14:08:16	Lisa Degraff	4649
Dealer Sales	Overall Satisfaction with Sale	07/23/2005 14:07:36	Lisa Degraff	4649
Vehicle Quality	Overall Satisfaction with Quality	07/23/2005 14:05:56	Lisa Degraff	4649
Survey Inquiries	IBS - Initial Buyer Survey	07/23/2005 14:06:07	Lisa Degraff	4649

Summary Notes

7/21/2005 14:21:55

From File 050721IBSanswers
Record Sequence Number M5137272
World VIN WDBUF56J46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF TACOMA?
Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU LEASED YOUR VEHICLE IN REGARD TO:
2b. HONESTY AND INTEGRITY? Very Good
2d. ABILITY TO ANSWER YOUR QUESTIONS? Fair

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E350? Neither Satisfied nor Dissatisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF TACOMA :
9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Yes

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
10a. ANOTHER MB VEHICLE? Very Likely
10b. FROM MERCEDES-BENZ OF TACOMA? Somewhat Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E350 SERVICED
AT MERCEDES-BENZ OF TACOMA? Very Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E350? Very Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Handling [better Than My Bmw], Smooth Rides, Acceleration. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E350 FOR THE FUTURE?
"Taking The Clock Out Of Instrument Panel? But Overall, I Love The Car. "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"The Day I Pick Up My Car From The Dealer, Computer Chip Malfunctioned And
I Was Getting Electrical Problems [light Switch Coming On And Off, Signal
Switch Not Working, Srs Disabling And Braking Applied When I Wasn't Even
Stepping On The Brake. I Called The Dealer, Was Transferred To The Manager,
Was On Hold Than Was Told To Wait Until Call Back But Never Received A Call
Back. I Drove 30 Miles And Went Back To Dealer And I Was Not Properly Taken
Care Of. They Reset The Chip And Told Me It Will Be Ok. I Had Same Problems
The Next Day. I Dropped My Car And Was Not Ready Until 4 Days Later. This
Was My First Experience With Mb And I Was Pretty Disappointed. However,
Having Said All That, I Do Love The Car! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

Summary Notes

7/23/2005

14:05:45

4649

Survey

Neither satisfied nor dissatisfied with the dealer (MB of TACOMA)

MB sales consultants

Very good for - courtesy in serving you, Honesty and integrity.

Good for- helpfulness in deterring your needs, concern for your time.

Fair for- Ability to answer questions, Explanation of lease payments.

Neither satisfied nor dissatisfied with the amount of time take to complete transaction.

Neither satisfied nor dissatisfied with the introduction to the warranty, service policies and new features.

Satisfied with the amount of time required on day of delivery.

Very satisfied with the vehicle.

Customer comments: "The Day I Pick Up My Car From The Dealer , Computer Chip Malfunctioned And I Was Getting Electrical Problems [light Switch Coming On And Off, Signal Switch Not Working, Srs Disabling And Braking Applied When I Wasn't Even Stepping On The Brake. I Called The Dealer , Was Transferred To The Manager, Was On Hold Than Was Told To Wait Until Call Back But Never Received A Call Back. I Drove 30 Mile And Went Back To Dealer And I Was Not Properly Taken Care Of. They Reset The Chip And Told Me It Will Be Ok. I Had Same Problems The Next Day. I Dropped My Car And Was Not Ready Until 4 Days Later. This Was M First Experience With Mb And I Was Pretty Disappointed. However, Having Said All That, I Do Love The Car! "

Action called (253-804-9861) NA

called (253-435-0333)

Left 800# message on buisness answering machine.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 907574 **Cus Ident** 24590875 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Henderson NV [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 49100 FLETCHER JONES IMPORTS LAS VEGAS NV
Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83JX5X [REDACTED]
Mileage 9616 **Prod Date** 11/16/2004 **Warr Date** 1/31/2005 **Model** E500 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	08/02/2005 00:11:23	Theresa Gelfand	6337
	Overall Dissatisfaction with Service	08/02/2005 00:11:23	Theresa Gelfand	6337
	Repeat Visit for Same Issue	08/02/2005 00:11:23	Theresa Gelfand	6337
	Dealer Body Shop Complaint - Delays	08/02/2005 00:11:23	Theresa Gelfand	6337
	Excessive Wait for Vehicle Repair	08/02/2005 00:11:23	Theresa Gelfand	6337
Vehicle Quality	Frequency of Repairs	08/02/2005 00:10:35	Theresa Gelfand	6337
Survey Inquiries	SES - Service Experience Survey	08/02/2005 00:10:42	Theresa Gelfand	6337
Customer at Risk	Loyal Customer	08/02/2005 00:11:33	Theresa Gelfand	6337

Summary Notes

7/22/2005 14:25:40

From File 050722SEAnswers
Record Sequence Number M5170993
World VIN WDBUH83JX5X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT FLETCHER JONES IMPORTS? Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT FLETCHER JONES IMPORTS
5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM FLETCHER JONES IMPORTS:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E500 SERVICED AT FLETCHER JONES IMPORTS? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Likely
14b. FROM FLETCHER JONES IMPORTS? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E500? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Gps, Electronic Stability "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E500 FOR THE FUTURE?
"More Power "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"In 5 Visits Never Any Coffee In Lounge. Lounge Average At Best. No Wifi In [illeg.]. No Email To Contact Service People, Very Poor Comparison To [illeg.] In Raleigh, Nc. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

Summary Notes

8/2/2005

00:07:44

6337

Postcard sent - customer prefers internet/mail due to deafness.

- Customer dissatisfied w/dealer
- Customer satisfied w/vehicle
- Excerpts from 5 page letter attached to survey:

"I received a "message" in the instrument panel saying the SRSD system was inoperative & that I should immediately take the car to a service center. Since we were leaving on a 4,000 mile trip the following morning, I immediately took the car to remove facility & spoke to Bob, one of the service writers. He told me that despite my emergency situation that it would be at least a WEEK before they could call the main facility & see if there was anyone there who could at least look at the problem. Reluctantly, he did & told me they were too busy as well"....."The technician took the wagon into the shop & returned in about 5 mins. saying he'd reset the computer & that was probably just a random error. I thanked Gary & the tech, departing for home. The SRS light instrument panel message came on again the following day, while on the trip.....The service writer at the (Tacoma) dealership told me, after I detoured there, that it was probably more complicated than just a reset & they were too busy to do anything for at least 3-4 days. We simply departed, assuming that at least one of the SRS devices were inoperative & hoping for no accident.....When I returned to Las Vegas, I drove to the remote facility gain".....

"while I've been in the waiting area of Fletcher Jones main service facility, my 3 brief & 2 longer visits to the remote facility were uncomfortable at best....I apologize to whomever is sitting somewhere in NJ having to read a 5 page whining letter about the service dept.out in the desert of Las Vegas.....It is my intention to return to the remote facility on July 14 for the windshield replacement & to have the service technician see if he can find some intermittent problem that might have caused the inactive passenger airbag message. After that, it is my intention to have further work only done at their main facility. If I should be equally disappointed in those facilities, responses to reasonable requests, or if my vehicle is once again returned dirty or damaged, then I will simply give the wagon to my son in Texas & find a different auto & dealership for my wife & myself"

Survey & complete letter recorded in DL.

8/4/2005

08:54:03

4673

Post Card Sent

Summary Note Information

Mercedes Benz of U.S.A

Note ID 908784 **Cus Ident** 26478034 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Laguna Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Last Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 6811 **Prod Date** 1/17/2005 **Warr Date** 2/24/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	08/05/2005 18:30:22	Diana Sanchez	7834
	Overall Satisfaction with Service	08/05/2005 18:30:22	Diana Sanchez	7834
	Repeat Visit for Same Issue	08/05/2005 18:30:22	Diana Sanchez	7834
Vehicle Quality	Overall Dissatisfaction with Quality	08/05/2005 18:30:27	Diana Sanchez	7834
Survey Inquiries	SES - Service Experience Survey	08/05/2005 18:30:40	Diana Sanchez	7834

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/05/2005 18:30:33	Diana Sanchez	7834

Summary Notes

7/26/2005 14:23:45

From File 050726SEAnswers
Record Sequence Number M5163539
World VIN WDDDJ75X36A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT KEYES EUROPEAN, LLC? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT KEYES EUROPEAN, LLC

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM KEYES EUROPEAN, LLC:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT KEYES EUROPEAN, LLC? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM KEYES EUROPEAN, LLC? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Styling And Comfort. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE? "Better Electronics. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF: "Have Had Problems With Check Engine, Twice Have Had Srs Warning Problem. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
8/5/2005 18:30:07 Diana Sanchez 7834

Very satisfied with service
Lack of follow up
2nd visit required
Dissatisfied with vehicle, engine light, SRS light come on.

Action: called (818)-373-5100, business reached, closed for the first week of August. Writer will return to queue for a call back.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 910603 **Cus Ident** 25062235 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Loris SC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 72314 FOWLER MOTORS, INC. CONWAY SC
Sell Dlr 72100 CARLTON MOTORCARS, INC. GREENVILLE SC
Last Sell Dlr 72100 CARLTON MOTORCARS, INC. GREENVILLE SC

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J75A [REDACTED]
Mileage 7438 **Prod Date** 9/7/2004 **Warr Date** 9/30/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/16/2005 19:12:37	Penny Readie	6310
	Repeat Visit for Same Issue	08/16/2005 19:12:37	Penny Readie	6310
	Excessive Wait for Vehicle Repair	08/16/2005 19:12:37	Penny Readie	6310
	Commitments Not Fulfilled As Promised	08/16/2005 19:12:37	Penny Readie	6310
Vehicle Quality	Frequency of Repairs	08/16/2005 19:12:47	Penny Readie	6310
	Overall Dissatisfaction with Quality	08/16/2005 19:12:47	Penny Readie	6310
Survey Inquiries	SES - Service Experience Survey	08/16/2005 19:12:14	Penny Readie	6310

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/16/2005 19:13:17	Penny Readie	6310

Summary Notes

7/29/2005 14:38:26

From File 050729SEAnswers
Record Sequence Number M5224440
World VIN WDBUF26J75A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT FOWLER MOTORS, INC.? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT FOWLER MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Not Applicable

-
IF CONTACTED BY A REPRESENTATIVE FROM FOWLER MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT FOWLER MOTORS, INC.? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM FOWLER MOTORS, INC.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"1) Water In Fuel Warning. 2) Srs Warning. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
8/16/2005 19:11:56 [REDACTED] 6310

Released from the TL queue.

Survey Summary: Customer Satisfied with vehicle and service experience. Customer claims an additional visit is required and there was no contact after service. Customer included a brief letter and the dealer invoices. The letter claims there is a problem with the warning light indicating there is water in the fuel tank. Customer also claims a problem with the SRS light.

Action: called (843)-756-4427, writer spoke with [REDACTED] who is very dissatisfied with the vehicle. Customer claims the vehicle went in again on August 8th and again on August 15th . Customer claims she just received the vehicle back today. Customer states she is 70 years old and this is her first MB vehicle which has been a life long dream. Customer is very concerned about her safety and feels she may have gotten a " lemon ". Writer offered regrets on this experience and assured her that her comments would be documented. Writer offered 800# for future reference if any additional issues arise with the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 917554 **Cus Ident** 26385565 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Roslyn NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]
Mileage 10000 **Prod Date** 11/25/2004 **Warr Date** 1/12/2005 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/06/2005 10:52:55	Regina Latourette	4610
	Repeat Visit for Same Issue	09/06/2005 10:52:55	Regina Latourette	4610
Survey Inquiries	SES - Service Experience Survey	09/06/2005 10:53:06	Regina Latourette	4610

Summary Notes

8/17/2005 14:24:11

From File 050817SEAnswers
Record Sequence Number M5268005
World VIN WDBUF82J95X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT RALLYE MOTORS LLC? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT RALLYE MOTORS LLC
5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM
RALLYE MOTORS LLC:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
E320 SERVICED
AT RALLYE MOTORS LLC? Somewhat Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Unlikely
14b. FROM RALLYE MOTORS LLC? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
E320? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"They Towed To Dealership They Fix Problem And Again Same "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?
"Problem In Jun 2005 "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"No Text"

-
COMPLETE NAME CHANGE REQUIRED:
Prefix : First Name : M : Last Name

[REDACTED] [REDACTED] [REDACTED]

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
9/6/2005 10:52:32 [REDACTED] 4610

Contacted customer who stated that he was very dissatisfied with he had the issue with the SRS light twice in three months. Customer stated that on the first occasion Service Dept was very concerned and towed vehicle. But that the second time light came on he was just told to bring vehicle in. Customer stated it has been very inconvenient and does not think it should happen on a car of this price. Customer stated that issue appears to have been resolved. Writer advised customer that his comments would be documented.

Per survey changed prefix from Mr. to Dr.

Survey in Doculogic

Summary Note Information

Mercedes Benz of U.S.A

Note ID 918784 **Cus Ident** 26343801 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Lake Villa IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22420 AUTOHAUS ON EDENS, LLC NORTHBROOK IL
Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ
Last Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 13781 **Prod Date** 11/10/2004 **Warr Date** 12/30/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/14/2005 10:52:56	Kathy Bacchiocchi	4632
Survey Inquiries	IBS - Initial Buyer Survey	09/14/2005 10:52:48	Kathy Bacchiocchi	4632
	SES - Service Experience Survey	09/14/2005 10:53:18	Kathy Bacchiocchi	4632

Summary Notes

8/19/2005 14:27:09

From File 050819SEAnswers
Record Sequence Number M5265103
World VIN WDBUF26JX5A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT AUTOHAUS ON EDENS, INC.? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT AUTOHAUS ON EDENS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM AUTOHAUS ON EDENS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? No

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT AUTOHAUS ON EDENS, INC.? Somewhat Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Likely

14b. FROM AUTOHAUS ON EDENS, INC.? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Neither Satisfied nor Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Diesel Engine. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE? "Better Quality Controls. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF: "Too Many Service Problems, Drove For 14,000 Miles. Radio Broken And Srs Broke. Seems Like I Bought A Kia. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
9/14/2005 10:52:39 [REDACTED] 4632

Overall survey is poor, customer states "Too Many Service Problems, Drove For 14,000 Miles. Radio Broken And Srs Broke. Seems Like I Bought A Kia. "

actions/dialed (773)-261-7100 left a message w/ receipt

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926369 **Cus Ident** 24687425 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

Chicago IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL
Sell Dlr 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL
Last Sell Dlr 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL
Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 1058 **Prod Date** 11/25/2004 **Warr Date** 3/30/2005 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Delivery Without Explanation of Features	09/27/2005 18:47:45	Diana Sanchez	7834
	Overall Satisfaction with Sale	09/27/2005 18:47:45	Diana Sanchez	7834
Vehicle Quality	Overall Satisfaction with Quality	09/27/2005 18:47:50	Diana Sanchez	7834
Survey Inquiries	IBS - Initial Buyer Survey	09/27/2005 18:47:57	Diana Sanchez	7834

Summary Notes

9/9/2005 14:20:46

From File 050909IBSanswers
Record Sequence Number M4866834
World VIN WDBUF65J55A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF CHICAGO?

Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Good

2d. ABILITY TO ANSWER YOUR QUESTIONS? Good

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E320? Dissatisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF CHICAGO :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Likely

10b. FROM MERCEDES-BENZ OF CHICAGO? Very Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E320 SERVICED
AT MERCEDES-BENZ OF CHICAGO? Very Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E320? Very Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Comfort, Features. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?

"Better Protection Of Bumper, Any Light Bump Scratches Car And Dislodges
Part Over Tires; Keep Better Inventory Of Parts. "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"We Had To Wait Too Long For Part To Fix Srs Problem And Could Not Drive
Our Car For Several Weeks. We Are Not Sure It Is Perfect Srs Light Changes
From Off To On. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
9/27/2005

18:45:00

[REDACTED] 7834

Satisfied with dealer

Dissatisfied with intro to warranty, service, and features

Very satisfied with vehicle, suggested better protection of bumper. Customer dissatisfied with wait time for parts.

Action: called (847)-491-3002, left a message.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 932870 **Cus Ident** 26560338 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Cerritos CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 9637 **Prod Date** 2/2/2005 **Warr Date** 3/26/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	10/21/2005 21:55:12	mary marten	4634
Vehicle Quality	Frequency of Repairs	10/21/2005 21:55:23	mary marten	4634
	Overall Dissatisfaction with Quality	10/21/2005 21:55:23	mary marten	4634
Survey Inquiries	SES - Service Experience Survey	10/21/2005 21:55:18	mary marten	4634

Summary Notes

9/27/2005 14:23:55

From File 050927SEAnswers
Record Sequence Number M5390440
World VIN WDBUF56J66A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT HOUSE OF IMPORTS, INC.? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT HOUSE OF IMPORTS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Very Good

-
IF CONTACTED BY A REPRESENTATIVE FROM HOUSE OF IMPORTS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? No

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT HOUSE OF IMPORTS, INC.? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Unlikely

14b. FROM HOUSE OF IMPORTS, INC.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE? "Yes. Make It Work! "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF: "I Believe My Car Is Defective, Air Condition Noisy, Brake, Srs System And Engine. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
10/21/2005 21:55:05 [REDACTED] 4634

Service Experience Survey- Customer was dissatisfied with both the vehicle and the dealership. Customer added: "I Believe My Car Is Defective, Air Condition Noisy, Brake, Srs System And Engine. "

Action Taken:

No call made due to CA referral #184626 last updated on 10/7/05.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 935060 **Cus Ident** 29284870 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lexington KY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Sell Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Last Sell Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J75A [REDACTED]
Mileage 1 **Prod Date** 9/15/2004 **Warr Date** 9/3/2005 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Satisfaction with Sale	10/18/2005 21:05:18	Janet Sewell	4684
Vehicle Quality	Overall Satisfaction with Quality	10/18/2005 21:05:30	Janet Sewell	4684
Survey Inquiries	IBS - Initial Buyer Survey	10/18/2005 21:05:24	Janet Sewell	4684

Summary Notes

10/3/2005 14:25:43

From File 051003IBSanswers
Record Sequence Number M5438125
World VIN WDBUF26J75A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF NAPLES?

Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Excellent

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E320? Neither Satisfied nor Dissatisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF NAPLES :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Somewhat Likely

10b. FROM MERCEDES-BENZ OF NAPLES? Very Unlikely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E320 SERVICED
AT MERCEDES-BENZ OF NAPLES? Very Unlikely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E320? Very Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"More Pick Up-quieter "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?

"Less Buttons. Console For Drinking While Driving-we Dont! "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Purchase Was [illeg.] As Naples Could Not Find Loss Of Engine Power After
5 Days For Us To Return To Kentucky. Had Threatened Law Suit After Paying
700-800 For Unnecessary Repairs On 300 Diesel-1996 Model-64 Thousand Miles
Made Excellent Proposal[on Trade In. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
10/18/2005 21:04:50 Janet Sewell 4684

Overall survey appears Very Satisfied w/ Vehicle and Satisfied w/ Dir.

Action taken: Writer dialed (859)-266-4207 - Spoke to cust who stated that everything is fine w/ the vehicle. Cust stated that SRS light appears - Writer advised cust to bring vehicle to dlr. Cust agreed.

Survey in DL

Summary Note Information

Mercedes Benz of U.S.A

Note ID 939089 **Cus Ident** 26405641 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Mckinney TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75534 EWING AUTOHAUS PLANO TX
Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 6573 **Prod Date** 1/12/2005 **Warr Date** 3/18/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/24/2005 13:36:58	Suzanne Kuhn	6380
	Overall Satisfaction with Quality	10/24/2005 13:36:58	Suzanne Kuhn	6380
Survey Inquiries	SES - Service Experience Survey	10/24/2005 13:34:54	Suzanne Kuhn	6380

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/24/2005 13:38:29	Suzanne Kuhn	6380

Summary Notes

10/12/2005 14:24:26

From File 051012SEAnswers
Record Sequence Number M5448875
World VIN WDDDJ75X36A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT EWING AUTOHAUS? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT EWING AUTOHAUS

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM
EWING AUTOHAUS:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
CLS500 SERVICED
AT EWING AUTOHAUS? No Response

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM EWING AUTOHAUS? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
CLS500? No Response

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Pick Up While Passing On Highway. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
CLS500 FOR THE FUTURE?

"Yes, I Think The Computer System I Have Is A Lemon. I Need To Bring It In
Again An Di Am Very Disappointed I Have Only Had The Car Less Than A Year
And This Will Be The Second Time. Now I Get A Read Out That The Srs Is Not
Working Properly. This Should Be Under Warranty And When I Bring It In
Again, I Will Be Told I Will Not Be Charged For A Rental But In Fact, I
Will Be As Like Last Time. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"No Text"

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
10/24/2005 13:34:47 [REDACTED]

6380

SES Survey Summary

Dealer: VS

Alt. Transportation: VS

Vehicle: Neither

Comments/Issues Paper work handled - Poor = " Autohaus was supposed to pay for my rental car but I was
charged \$34.00. Still having trouble with computer system - " I think the computer system I have is a lemon - I've
had it service two times for the same problem already - now the SRS light is on."

Action: Called (972)-529-3966 - left machine message -

FYI - Customer dissatisfied that she was charged for her rental car (allegedly told by 75534 it would no charge)

Also, customer has constant electrical issues with instrument cluster, thinks the computer is a lemon:

Summary Note Information

Mercedes Benz of U.S.A

Note ID 939549 **Cus Ident** 10178304 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Beverly Hills CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Last Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 3070 **Prod Date** 3/18/2005 **Warr Date** 5/30/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/29/2005 11:53:36	Tara Santora	6281
Service / Repairs	Vehicle To Dealer Within First 90 Days	10/29/2005 11:53:28	Tara Santora	6281
Survey Inquiries	SES - Service Experience Survey	10/29/2005 11:53:01	Tara Santora	6281

Summary Notes

10/13/2005 14:23:54

From File 051013SEAnswers
Record Sequence Number M5460226
World VIN WDBUF56J46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF BEVERLY HILLS? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF BEVERLY HILLS
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF BEVERLY HILLS:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT MERCEDES-BENZ OF BEVERLY HILLS? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Likely
14b. FROM MERCEDES-BENZ OF BEVERLY HILLS? Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Neither Satisfied nor Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Have Limited Confidence And Pleasure In My Vehicle. By 3,000 Miles, I Have Had To Fix Defects In The Airbag And Brakes. Faulty Transmission Operation Needed Added Fluid And Work 800 Miles After A Complete Dealer Inspection. I Had To Add Engine Oil Myself At 2,000 Miles. Radio Reception On Am Remains Unsatisfactory Despite Best Efforts Of Dealer. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
10/29/2005 11:52:50 [REDACTED] 6281

Overall Satisfaction: Fair
Suggestions/Comments: Issues with air bag, brakes , transmission, AM radio reception poor - lack of confidence in car.

Writer called 310-271-3390 and left a message with 800# inviting customer to call back with any questions/concerns.

10/31/2005 14:45:54 Janet Sewell 4684

Cust returned call to survey dept claiming that he doesn't feel safe in his vehicle. Cust stated that the vehicle issues have been resolved but doesn't feel that the vehicle will operate properly. Writer apologized for inconvenience.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 940050 **Cus Ident** 29322541 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

Granada Hills CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Last Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 791 **Prod Date** 6/7/2005 **Warr Date** 9/9/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Satisfaction with Sale	10/28/2005 13:03:05	Denise Davanzo	6265
Vehicle Quality	Overall Satisfaction with Quality	10/28/2005 13:03:10	Denise Davanzo	6265
Survey Inquiries	IBS - Initial Buyer Survey	10/28/2005 13:03:18	Denise Davanzo	6265

Summary Notes

10/14/2005 14:22:42

From File 051014IBSanswers
Record Sequence Number M5457561
World VIN WDBUF56J16A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
KEYES EUROPEAN, LLC?

Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU LEASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Fair

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E350? Very Satisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
KEYES EUROPEAN, LLC :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Likely

10b. FROM KEYES EUROPEAN, LLC? Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E350 SERVICED
AT KEYES EUROPEAN, LLC? Very Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E350? Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Navigation System. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E350 FOR THE FUTURE?

"Yes, My Srs Light Went Off. Less Than 1000 Miles Of Driven, My Confidence
In This Car Is Less Now. "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"No Text"

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
10/28/2005

13:02:43

[REDACTED] 6265

Left message for Customer to contact our 800# if there is anything he would like to discuss further.

On survey: "satisfied" with buying experience at dealership and with vehicle.

Comments:

"Yes, My Srs Light Went Off. Less Than 1000 Miles Of Driven, My Confidence
In This Car Is Less Now. "

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944201 **Cus Ident** 14091333 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Westminster CO [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 08105 GLAUSER WESTMINSTER CO
Sell Dlr 08105 GLAUSER WESTMINSTER CO

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 4824 **Prod Date** 1/25/2005 **Warr Date** 2/26/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	11/09/2005 16:01:46	jung kim	4641
Vehicle Quality	Frequency of Repairs	11/09/2005 16:01:37	jung kim	4641
	Poor Design of Component(s)	11/09/2005 16:01:37	jung kim	4641
	Overall Satisfaction with Quality	11/09/2005 16:01:28	jung kim	4641
Survey Inquiries	SES - Service Experience Survey	11/09/2005 16:01:40	jung kim	4641

Summary Notes

10/27/2005 14:23:04

From File 051026SEAnswers
Record Sequence Number M5487293
World VIN WDDDJ75X66A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT GLAUSER? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT GLAUSER

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM
GLAUSER:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
CLS500 SERVICED
AT GLAUSER? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Likely

14b. FROM GLAUSER? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"The Looks, Style. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
CLS500 FOR THE FUTURE?

"You Have Too Many Electronics In The Vehicle. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"My Vehicle Has 4,000 Miles On It And Has Been In The Shop 4 Times. Recall,
Srs System Malfunction, Check Engine Light, Sunroof And Cd Changer Being
Replaced. Very Concerned About Your Quality And Reliability. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
11/9/2005 16:01:23 [REDACTED]

4641

Customer satisfied with service and dissatisfied with vehicle.

Customer alleges vehicle has been in service 4 times within 4K miles for, recall , sunroof, CD changer replaced,
check engine lights and SRS malfunctions.

(303)-776-4145 left msg.
survey is in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944294 **Cus Ident** 26514394 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Milwaukee WI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI
Sell Dlr 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J35X [REDACTED]
Mileage 13958 **Prod Date** 10/29/2004 **Warr Date** 3/21/2005 **Model** E500 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	10/31/2005 13:51:05	Suzanne Kuhn	6380
	Overall Dissatisfaction with Service	10/31/2005 13:51:16	Suzanne Kuhn	6380
Vehicle Quality	Overall Dissatisfaction with Quality	10/31/2005 13:51:09	Suzanne Kuhn	6380

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/31/2005 13:52:13	Suzanne Kuhn	6380

Summary Notes

10/27/2005 14:26:37

From File 051027SESanswers
Record Sequence Number M5496595
World VIN WDBUF83J35X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT INTERNATIONAL AUTOS, INC.? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT INTERNATIONAL AUTOS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM INTERNATIONAL AUTOS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E500 SERVICED AT INTERNATIONAL AUTOS, INC.? No Response

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Unlikely

14b. FROM INTERNATIONAL AUTOS, INC.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E500 FOR THE FUTURE?
"Fix The Electronics And Srs. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"No Text"

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

10/31/2005 13:54:30 [REDACTED]

6380

SES Summary

Dealer: Dissatisfied

Alt. Transportation: Very Dissatisfied

Vehicle: Dissatisfied

Comments/Issues:

* explained charges for work performed - Poor

* not contacted after service

" Fix the electronics and SRS"

Action: Called [REDACTED] - left machine message

*FYI - Survey very Dissatisfied overall - electrical issues

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944662 **Cus Ident** 28372062 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Laguna Niguel CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 5776 **Prod Date** 2/11/2005 **Warr Date** 5/7/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	11/09/2005 17:10:11	jung kim	4641
	Excessive Wait for Vehicle Repair	11/09/2005 17:10:11	jung kim	4641
Vehicle Quality	Frequency of Repairs	11/09/2005 17:09:55	jung kim	4641
	Overall Dissatisfaction with Quality	11/09/2005 17:09:55	jung kim	4641
	Body Issues	11/15/2005 14:15:17	Virginia Stella	4684
Survey Inquiries	SES - Service Experience Survey	11/09/2005 17:10:00	jung kim	4641

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/09/2005 17:10:41	jung kim	4641

Summary Notes

10/28/2005 14:23:26

From File 051028SEAnswers
Record Sequence Number M5486629
World VIN WDBUF56J46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF LAGUNA NIGUEL? Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF LAGUNA NIGUEL
5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF LAGUNA NIGUEL:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT MERCEDES-BENZ OF LAGUNA NIGUEL? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM MERCEDES-BENZ OF LAGUNA NIGUEL? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Appearance. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
"Many Random Mechanical Difficulties With No Explanation As To Why They Occur. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Continue To Have Mechanical Issues With A 5 Month Old Car (1) Would Not Start (2) Electronics Would Not Turn On (3) Srs Malfunction Light (4) A/c Shorting Out (5) Radio Shorts Out When Navigation Is On. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
11/9/2005 17:09:48 [REDACTED] 4641

Customer dissatisfied with vehicle.
Customer alleges vehicle not ready and not contacted after service.
Customer alleges vehicle is having many electrical issues and has been to service many times for radio, battery, AC , and SRS malfunctions.

(949)-360-0066 left msg.
survey is in DL.

11/15/2005 14:15:00 [REDACTED] 4684

[REDACTED] contacted the survey department stating that she was returning our call. Customer stating that she still has outstanding issues with her vehicle - navigation and air conditioning is shorting out and does not feel that the clear coat application that she had done now has lots of swirl marks in it and chip marks. Writer advised customer to speak with the Service Manager regarding her concerns and vehicle condition. Writer assured customer that her information would be forwarded to writer's Team Leader and invited customer to contact the CAC in the future.

Sum Note Information given to Team Leader Kathleen Durning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 949755 **Cus Ident** 24807917 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Fountain Valley CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 13815 **Prod Date** 9/2/2004 **Warr Date** 10/30/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	11/29/2005 18:48:33	Elisa Newman	7852
Vehicle Quality	Frequency of Repairs	11/29/2005 18:49:56	Elisa Newman	7852
	Poor Design of Component(s)	11/29/2005 18:49:56	Elisa Newman	7852
Survey Inquiries	SES - Service Experience Survey	11/29/2005 18:48:11	Elisa Newman	7852
Customer Comments / Su	Invention / Design Suggestions	11/29/2005 18:49:12	Elisa Newman	7852

Summary Notes

11/8/2005 14:23:22

From File 051108SEAnswers
Record Sequence Number M5537657
World VIN WDBUF65J95A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT FLETCHER JONES MOTOR CARS, INC.? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT FLETCHER JONES MOTOR CARS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Fair

-
IF CONTACTED BY A REPRESENTATIVE FROM FLETCHER JONES MOTOR CARS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT FLETCHER JONES MOTOR CARS, INC.? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Likely

14b. FROM FLETCHER JONES MOTOR CARS, INC.? Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"The Engine Is Very Smooth, The Look. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?

"A Place In The Front To Hold Handbags. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Since I First Bought My Car, Little Things Break Down. The Srs's Light Is On, The Steering Wheel Is Stuck, Can't Go Up/down, The Passenger Seat Is Too Sensitive [seat Belt]. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
11/29/2005 18:47:47 [REDACTED] 7852

Summary: Customer is satisfied with dealer. Customer not contacted after completion of service work. Customer is satisfied with vehicle. Favorite things: "The Engine Is Very Smooth, The Look." Suggestions: "A Place In The Front To Hold Handbags." Comments: "Since I First Bought My Car, Little Things Break Down. The Srs's Light Is On, The Steering Wheel Is Stuck, Can't Go Up/down, The Passenger Seat Is Too Sensitive [seat Belt]."

Action: Called [REDACTED] and spoke with [REDACTED] who stated that vehicle was doing well at this time.

Survey is in DocuLogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 962642 **Cus Ident** 25667165 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Vallejo

CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA
Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 15960 **Prod Date** 7/21/2004 **Warr Date** 9/28/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenan	Vehicle Relationship Update	11/18/2005 11:01:17	Carol Ann Carroll	4673
	Address Update	11/18/2005 11:01:17	Carol Ann Carroll	4673
	Telephone Update	11/18/2005 11:01:17	Carol Ann Carroll	4673

Summary Notes

11/17/2005 14:25:27

From File 051117SEAnswers
Record Sequence Number M5585862
World VIN WDBUF65J15A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF SAN FRANCISCO? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF SAN FRANCISCO
5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF SAN FRANCISCO:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MERCEDES-BENZ OF SAN FRANCISCO? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Likely
14b. FROM MERCEDES-BENZ OF SAN FRANCISCO? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"The Design Comfort, Leather. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"Larger Engine, More Horsepower. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"The Only Complaint I Have Is Upon Picking Up My Vehicle For Repairing Srs Indicator. The Air Mass Sensor Had To Be Replaced And Wasn't Told Until I Drove Back And Noticed My [illeg] Had A Problem Accelerating. "

-
COMPLETE NAME CHANGE REQUIRED:

Prefix : First Name : M : Last Name

: [REDACTED] [REDACTED]

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
11/18/2005 11:00:56 Carol Ann Carroll 4673

Name address updated.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 992880 **Cus Ident** 16863774 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Woodbine NJ [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ
Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 13446 **Prod Date** 4/7/2005 **Warr Date** 4/30/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	12/30/2005 14:26:59	Theresa Mc Carthy	4601
Survey Inquiries	SES - Service Experience Survey	12/30/2005 14:27:20	Theresa Mc Carthy	4601

Summary Notes

12/9/2005 14:26:24

From File 051209SEAnswers
Record Sequence Number M5668605
World VIN WDDDJ75X46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PRECISION CARS OF ATLANTIC CITY CORP.? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT PRECISION CARS OF ATLANTIC CITY CORP.
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM PRECISION CARS OF ATLANTIC CITY CORP.:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT PRECISION CARS OF ATLANTIC CITY CORP.? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Unlikely
14b. FROM PRECISION CARS OF ATLANTIC CITY CORP.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Looks. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?
"Blue Tooth. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Help People In Need, Don't Worry About Your Liability First! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
12/30/2005 14:25:57 [REDACTED] 4601

Action: Called [REDACTED] spoke with customer who stated his dissatisfaction with service from RAP and th dealership. Customer claims that when he drove off the lot at 8 o'clock his SRS light came on. Customer stated he asked agent that if vehicle was towed how would he get home and was told he would have to find a way. When he brought vehicle to Precision that would not give him a loaner and the Jaguar dealer gave him a brand new car to drive for 4 days. Customer claims that Tina finally realized what was going on and gave him a loaner, a C. Customer stated he loves the car and wants to thank the MB engineers for the design. Told customer his comments would be documented. Gave 800 number for future reference.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1028839 **Cus Ident** 35260897 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Dallas TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75568 PARK PLACE MOTORCARS DALLAS TX
Sell Dlr 75568 PARK PLACE MOTORCARS DALLAS TX
Last Sell Dlr 75568 PARK PLACE MOTORCARS DALLAS TX

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 16201 **Prod Date** 2/17/2005 **Warr Date** 3/26/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	01/20/2006 15:55:43	jung kim	4641
	Overall Satisfaction with Service	01/20/2006 15:55:43	jung kim	4641
Vehicle Quality	Frequency of Repairs	01/20/2006 15:55:32	jung kim	4641
	Overall Dissatisfaction with Quality	01/20/2006 15:55:32	jung kim	4641
Survey Inquiries	SES - Service Experience Survey	01/20/2006 15:55:37	jung kim	4641

Summary Notes

1/5/2006 14:24:41

From File 060105SEAnswers
Record Sequence Number M5744106
World VIN WDDDJ75X26A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT PARK PLACE MOTORCARS? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT PARK PLACE MOTORCARS
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM
PARK PLACE MOTORCARS:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
CLS500 SERVICED
AT PARK PLACE MOTORCARS? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Likely
14b. FROM PARK PLACE MOTORCARS? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Body Style. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
CLS500 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Have Had Computer Problems Such As Oil Level Malfunction, Radio Went
Completely Out And Now The Srs Light Is On. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
1/20/2006 15:55:26 [REDACTED] 4641

Customer satisfied with service and dissatisfied with vehicle.
Customer dissatisfied with loaner.
Customer alleges vehicle has several malfunction , SRS, radio, and computer issues.

(972)-293-1515 left msg.
survey is in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1072387 **Cus Ident** 29058095 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palm Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL
Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 3690 **Prod Date** 6/23/2005 **Warr Date** 8/15/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	02/17/2006 16:09:44	jung kim	4641
	Repeat Visit for Same Issue	02/17/2006 16:09:44	jung kim	4641
	Excessive Wait for Vehicle Repair	02/17/2006 16:09:44	jung kim	4641
Vehicle Quality	Overall Satisfaction with Quality	02/17/2006 16:09:27	jung kim	4641
Survey Inquiries	SES - Service Experience Survey	02/17/2006 16:09:31	jung kim	4641

Summary Notes

2/7/2006 14:22:44

From File 060207SEAnswers
Record Sequence Number M5879703
World VIN WDBUF87J36X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF PALM BEACH? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF PALM BEACH
5d. EXPLAINED CHARGES AND WORK PERFORMED? Fair

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF PALM BEACH:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? No

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT MERCEDES-BENZ OF PALM BEACH? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM MERCEDES-BENZ OF PALM BEACH? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"How It Handles The Road. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"It Took Approx. 12 Days To Repair. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
2/17/2006 16:09:22 [REDACTED] 4641

Customer satisfied with service and vehicle.
Customer alleges vehicle not ready and needed more visits.
Customer alleges the SRS light issue was finally resolved after 12 days in service.

(561)-547-3146 left msg.
survey is in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1079931 **Cus Ident** 11153669 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Hendersonville TN [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 74102 MERCEDES-BENZ OF NASHVILI FRANKLIN TN
Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 9946 **Prod Date** 3/2/2005 **Warr Date** 4/27/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	02/16/2006 14:28:19	Anna Peet	6305
	Overall Dissatisfaction with Service	02/16/2006 14:28:19	Anna Peet	6305
	Repeat Visit for Same Issue	02/16/2006 14:28:19	Anna Peet	6305
	Commitments Not Fulfilled As Promised	02/16/2006 14:28:19	Anna Peet	6305
Service / Repairs	Repeat Repairs on Same Component	02/16/2006 15:35:22	Penny Readie	6310
Survey Inquiries	SES - Service Experience Survey	02/16/2006 14:28:25	Anna Peet	6305

Summary Notes

2/13/2006 14:25:54

From File 060213SEAnswers
Record Sequence Number M5885370
World VIN WDDDJ75XX6A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF NASHVILLE? No Response

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF NASHVILLE
5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF NASHVILLE:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT MERCEDES-BENZ OF NASHVILLE? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Likely
14b. FROM MERCEDES-BENZ OF NASHVILLE? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Very Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Style And Comfort. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?
"Work On Computer Dash "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Customer Service. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
2/16/2006 14:27:43 [REDACTED] 6305

Survey Very DISSATISFIED for dealer. Very Satisfied for vehicle. NO for appointment made in advance. POOR for understood problem, explanation of charges, completion and quality of work. Customer states "2nd visit same problem, I don't have time to visit again". Very DISSATISFIED for Alt Trans. Customer checked unresolved issue States "I called them. They didn't fix all the problem. 1 out of 4."
Action; Left VM msg @ 615-478-0689 w/800#

2/16/2006 15:14:32 [REDACTED] 6206

Customer's wife called Survey Dept. and left a message requesting a call back regarding SES at [REDACTED].
Writer did not call customer as customer was currently on the phone with and being assisted by Penny Readie.

Summary Notes

2/16/2006

15:35:00

6310

Customer called back regarding the issues with her vehicle. Customer claims the following items are still outstanding: check engine light still comes on intermittently, oil light comes on with either "oil too high" or "oil too low". Customer claims this is still occurring after the 2nd visit - prior issue of the SRS light seems resolved but that also concerns her. Customer claims at both visits she was never offered a loaner or pick-up service and they didn't even re-set her clock as she simply requested. Customer states "I'm not looking for any special attention or service" - customer also claims this is the same dealer who wouldn't help her find the 2006 CLS - she ended up buying it in Atlanta G.A. - Customer knows she needs to bring it back in but seeks assistance from MBUSA to help the dealer address and fix these issues. Customer loves the vehicle and actually asked writer if she could help her locate a 2007 CLS 500. Writer offered regrets on current experience and assured her that her comment would be documented and forwarded to a Supervisor for further review. Customer would like to hear back from either the dealer or MBUSA.

Writer placed notes in TL folder.

Customer may be reached at [REDACTED]

Summary Notes

2/17/2006 14:25:42

From File 060217SEAnswers
Record Sequence Number M5882769
World VIN WDBUF87J86X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PRESTIGE MOTORS, INC.? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT PRESTIGE MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM PRESTIGE MOTORS , INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT PRESTIGE MOTORS, INC.? Somewhat Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Unlikely

14b. FROM PRESTIGE MOTORS, INC.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Heated Seats. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"Transmission Is Poor, Car Vibrations, Real Massage Seats , More Lumbar Support. "

COMPLETE ADDRESS CHANGE REQUIRED:

,
r In

For Oil Leak. Power Steering Leak, Front Seat Beeps When Nothing Was On The Seat, Front Defroster Stopped [illeg.] For 2 Minutes. Prestige Had My Car For 20 Days 12/16/05 - 1/6/06. They Were Waiting For A New Power Steering Pump From Germany. Six Days Later At 7,337 Miles, My Wife Gets A Message From The Car, Srs Restraint Failure, Drive Directly To Workshop. Car Was Ready After 2 Days. This Should Not Happen To A \$55,000 Car. My Wife And Kids Were In The Car With Srs Failure. I Leased This Car For Safety And Reliability. This Car Has Given Us Nothing But Headaches. Please Feel Free To Contact Me To Further Discuss This Matter. We Were Happier With Our \$25,000 Saturn Vue. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
2/28/2006 16:04:53 [REDACTED] 7836

Service Experience Survey-Dissatisfied with the service experience and the vehicle. Treated with courtesy and respect was rated fair. Vehicle was not ready on time and the customer was not contacted. "Transmission Is Poor, Car Vibrations, Real Massage Seats, More Lumbar Support. "

Action Taken:
Called 718-227-5339 number disconnected.
Called 212-409-7525 received a general business.
Reset in queue.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1098840 **Cus Ident** 41718249 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Sell Dir 05646 RUSNAK/ARCADIA ARCADIA CA

Last Sell Dir

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 5178 **Prod Date** 2/28/2005 **Warr Date** 3/31/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	03/03/2006 13:12:04	Elisa Newman	7852
	Repeat Visit for Same Issue	03/03/2006 13:11:24	Elisa Newman	7852
Vehicle Quality	Frequency of Repairs	03/03/2006 13:12:31	Elisa Newman	7852
	Overall Dissatisfaction with Quality	03/03/2006 13:12:31	Elisa Newman	7852
Service / Repairs	Repeat Repairs on Same Component	03/03/2006 13:12:23	Elisa Newman	7852
Survey Inquiries	SES - Service Experience Survey	03/03/2006 13:11:32	Elisa Newman	7852
Customer Comments / Su	Satelite Radio	03/03/2006 13:13:00	Elisa Newman	7852

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seat Belts	Seat Belts	03/03/2006 13:13:07	Elisa Newman	7852

Summary Notes

2/27/2006 14:20:54

From File 060227SEAnswers
Record Sequence Number M5857417
World VIN WDDDJ75X66A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF BEVERLY HILLS? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF BEVERLY HILLS

5d. EXPLAINED CHARGES AND WORK PERFORMED? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF BEVERLY HILLS:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Yes

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT MERCEDES-BENZ OF BEVERLY HILLS? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM MERCEDES-BENZ OF BEVERLY HILLS? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?

"The Electrical Satellite System Is Always Broken. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"I Own A 2005 Cls In Satellite System Is Very Sensitivie And The Battery Keeps Going Flat. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
3/3/2006 13:11:13 [REDACTED] 7852

Summary: Customer is very satisfied with dealer. Customer is dissatisfied with vehicle. Suggestions: "The Electrical Satellite System Is Always Broken. " Comments: "I Own A 2005 Cls In Satellite System Is Very Sensitive And The Battery Keeps Going Flat."

Action: Called [REDACTED] and spoke with [REDACTED] who stated that vehicle has been in for service 6 times. Customer alleges that she is brining vehicle in today because the SRS light is on and says visit workshop Writer advised customer that she should not drive on vehicle. Customer stated that she is bringing to dealer. Customer also stated that she has been in contact with an attorney to see if the "lemon law" applies to vehicle. Writer advised customer to speak with the Service Manager at dealer and that I would be forwarding to TL for review.

Survey is in DocuLogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1103790 **Cus Ident** 29381143 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Upland CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Last Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 3276 **Prod Date** 7/27/2004 **Warr Date** 2/10/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	03/10/2006 21:08:39	Theresa Gelfand	6337
	Overall Dissatisfaction with Quality	03/10/2006 21:08:39	Theresa Gelfand	6337
Service / Repairs	Vehicle To Dealer Within First 90 Days	03/10/2006 21:09:04	Theresa Gelfand	6337
Survey Inquiries	SES - Service Experience Survey	03/09/2006 16:40:21	Kenneth Nutter	7857
Customer Comments / Su	Navigation	03/10/2006 21:10:25	Theresa Gelfand	6337
Customer at Risk	First Time Customer	03/09/2006 16:40:14	Kenneth Nutter	7857

Summary Notes

3/2/2006 14:21:50

From File 060302SEAnswers
Record Sequence Number M5898080
World VIN WDDDJ75X26A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PENSKE MOTORCARS? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT PENSKE MOTORCARS

5d. EXPLAINED CHARGES AND WORK PERFORMED? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM PENSKE MOTORCARS:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT PENSKE MOTORCARS? No Response

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? No Response

14b. FROM PENSKE MOTORCARS? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? No Response

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"No Text"

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
3/9/2006 16:40:08 [REDACTED] 7857

SES Summary

Customer did not complete survey

Customer attached simple letter stating he has had a loose door handle, faulty srs sensor, and a navigation system malfunction in 2000 miles. (Warranty history reflects repairs but not mileage)

Writer dialed [REDACTED] no answer, writer reset in queue for attempt on 3/10/06

3/10/2006 21:08:25 [REDACTED] 6337

Writer called customer @ [REDACTED] as requested on survey

Writer unable to leave message on VoiceMail. No contact made.

- Excerpts from attached letter:

"I've just bought my car and with 2,000 miles this car visited the Service Dept. 3 times so far..

1. Loose door handle

2. Bad SRS sensor

3. Nav.System mulf.

I feel the worse is yet to come. I think it was a big mistake I bought a CLS 500. [REDACTED]

SN forwarded to TL Q for follow-up (NTMT)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1125827 **Cus Ident** 26514953 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Simi Valley CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA
Sell Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 14266 **Prod Date** 12/9/2004 **Warr Date** 3/16/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	03/30/2006 13:45:34	Angela Londono	7851
Navigation System	Overall Dissatisfaction with system	03/30/2006 13:45:25	Angela Londono	7851
Vehicle Quality	Frequency of Repairs	03/30/2006 13:44:35	Angela Londono	7851
	Overall Dissatisfaction with Quality	03/30/2006 13:44:35	Angela Londono	7851
Service / Repairs	Vehicle To Dealer Within First 90 Days	03/30/2006 13:45:11	Angela Londono	7851
Survey Inquiries	SES - Service Experience Survey	03/30/2006 13:44:25	Angela Londono	7851
Customer at Risk	First Time Customer	03/30/2006 13:46:05	Angela Londono	7851

Summary Notes

3/17/2006 14:31:14

From File 060317SEAnswers
Record Sequence Number M6013918
World VIN WDBUF56J56A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT SILVER STAR A. G. LTD.? Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT SILVER STAR A. G. LTD.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM SILVER STAR A. G. LTD.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT SILVER STAR A. G. LTD.? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Unlikely

14b. FROM SILVER STAR A. G. LTD.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"My E350 Caused So Many Problems. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Navigation System Down Right After We Leased The Car, Srs System Malfunctioned Recently And 'add 1 Qt Of Oil' Sign Comes Out Time To Time. My Car Is Not Even 15,000 Miles Yet. I Would Never Buy/lease Mercedes Again!!! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
3/30/2006 13:42:57 [REDACTED] 7851

Survey Summary: Customer overall satisfied w/ dealer service.

Customer very dissatisfied w/ vehicle and comments: "Navigation System Down Right After We Leased The Car, SRS System

Malfunctioned Recently And 'add 1 Qt Of Oil' Sign Comes Out Time To Time. My Car Is Not Even 15,000 Miles Yet. I Would Never Buy/lease Mercedes Again!!! "

Action: called [REDACTED], spoke w/ [REDACTED] Customer very dissatisfied w/ vehicle. Customer stated for a new vehicle this had too many issues. Customer stated she was at the dealer once a month to service this vehicle. customer stated she will never purchase another MB vehicle again.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1133876 **Cus Ident** 41746102 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Madison CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 67235 KNOPF AUTOMOTIVE ALLENTOWN PA
Sell Dlr 67235 KNOPF AUTOMOTIVE ALLENTOWN PA
Last Sell Dlr 67235 KNOPF AUTOMOTIVE ALLENTOWN PA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 4923 **Prod Date** 1/31/2005 **Warr Date** 7/28/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	04/05/2006 16:35:55	jung kim	4641
	Overall Dissatisfaction with Service	04/05/2006 16:35:55	jung kim	4641
	Repeat Visit for Same Issue	04/05/2006 16:35:55	jung kim	4641
	Excessive Wait for Vehicle Repair	04/05/2006 16:35:55	jung kim	4641
Vehicle Quality	Frequency of Repairs	04/05/2006 16:35:28	jung kim	4641
	Overall Dissatisfaction with Quality	04/05/2006 16:35:28	jung kim	4641
Survey Inquiries	SES - Service Experience Survey	04/05/2006 16:35:33	jung kim	4641

Summary Notes

3/23/2006 14:23:52

From File 060323SEAnswers
Record Sequence Number M6020122
World VIN WDBUF87J56X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT KNOPF AUTOMOTIVE? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT KNOPF AUTOMOTIVE

5d. EXPLAINED CHARGES AND WORK PERFORMED? Not Applicable

-
IF CONTACTED BY A REPRESENTATIVE FROM KNOPF AUTOMOTIVE:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT KNOPF AUTOMOTIVE? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? No Response

14b. FROM KNOPF AUTOMOTIVE? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Engine And Transmission. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"Add The Tan Interior Leather As On 2000. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"After A Great Experience With A 2000 E-class, The 2006 Is A Major Disappointment: At 200 Miles - Alternator, Tomorrow Will Be 3 Visits For Srs System, Last Week Oil Was Low While On A Trip - 4,700 Miles. The Reliability Of This Car Is A Joke. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/5/2006 16:35:23 jung kim 4641

Customer dissatisfied with service and vehicle.

Customer indicated poor in quality of work.

Customer alleges not contacted after service.

Customer alleges vehicle went in service 3 times already with less than 5000 miles.

[REDACTED] customer [REDACTED] stated all issues have been resolved finally. Customer alleges it took 3 service visits for the SRS light issues to be resolved and before that vehicle indicated oil needed but vehicle only had 5000 miles.

Customer stated vehicle went in service and service deemed unnecessary for oil change.

Customer stated service has been helpful and the issue was a vehicle one not service.

Writer advised customer her concerns will be noted and gave 800# and ext. survey is in DL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1143780 **Cus Ident** 11446886 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Encino CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 7510 **Prod Date** 11/18/2004 **Warr Date** 12/30/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	04/13/2006 13:02:55	Tara Santora	6281
Survey Inquiries	SES - Service Experience Survey	04/13/2006 13:02:46	Tara Santora	6281

Summary Notes

3/30/2006 14:21:38

From File 060330SEAnswers
Record Sequence Number M5803193
World VIN WDBUF65JX5A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF BEVERLY HILLS? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF BEVERLY HILLS
5d. EXPLAINED CHARGES AND WORK PERFORMED? Fair

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF BEVERLY HILLS:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? No

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MERCEDES-BENZ OF BEVERLY HILLS? No Response

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM MERCEDES-BENZ OF BEVERLY HILLS? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Design And Performance. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Srs - Light Keeps Coming On. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/13/2006 13:02:34 [REDACTED] 6281

Overall Satisfaction: Dissatisfied with dealer, satisfied with car.
Suggestions/Comments: SRS light keeps coming on.
As per TL, post card sent.

4/14/2006 14:49:31 [REDACTED] 4662

Postcard sent.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1143822 **Cus Ident** 29252233 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Fairlawn OH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 62103 GANLEY AKRON, INC. AKRON OH
Sell Dlr 62103 GANLEY AKRON, INC. AKRON OH

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J16X [REDACTED]
Mileage 8561 **Prod Date** 3/31/2005 **Warr Date** 8/31/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	04/15/2006 12:10:26	Kenneth Nutter	7857
	Personnel Issues or Complaints	04/15/2006 12:10:26	Kenneth Nutter	7857
	Overall Dissatisfaction with Service	04/15/2006 12:10:26	Kenneth Nutter	7857
	Repeat Visit for Same Issue	04/15/2006 12:10:26	Kenneth Nutter	7857
	Excessive Wait for Vehicle Repair	04/15/2006 12:10:26	Kenneth Nutter	7857
	Commitments Not Fulfilled As Promised	04/15/2006 12:10:26	Kenneth Nutter	7857
	Vehicle Not Clean after Service	04/15/2006 12:10:26	Kenneth Nutter	7857
Vehicle Quality	Frequency of Repairs	04/15/2006 12:10:40	Kenneth Nutter	7857
	Overall Dissatisfaction with Quality	04/15/2006 12:10:40	Kenneth Nutter	7857
Survey Inquiries	SES - Service Experience Survey	04/15/2006 12:10:35	Kenneth Nutter	7857

Summary Notes

3/30/2006 14:22:37

From File 060330SEAnswers
Record Sequence Number M6049291
World VIN WDBUF87J16X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT GANLEY AKRON, INC.? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT GANLEY AKRON, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM GANLEY AKRON, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT GANLEY AKRON, INC.? Somewhat Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Unlikely

14b. FROM GANLEY AKRON, INC.? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"4 Wheel Drive. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"Make It Easier To Set Clock! "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Some Problem Twice, First Time Took 3 Phone Calls To Get The Car In. Second Time, Waited 6 Days For Appt. Did Not Complete Service, Did Not Reset Clock [not An Easy Task On The 350] And Had Dirty Foot Prints All Over Front Mat. Very Disappointing! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/15/2006 12:09:58 [REDACTED] 7857

SES Summary

Customer dissatisfied with dealer and vehicle

Customer stated SRS light on for 2nd time in three months

Customer stated service advisor fair

Customer stated additional visit was required

Customer stated completion and quality of work poor

Customer contacted

Customer Comments:

"Some Problem Twice, First Time Took 3 Phone Calls To Get The Car In. Second Time, Waited 6 Days For Appt Did Not Complete Service, Did Not Reset Clock [not An Easy Task On The 350] And Had Dirty Foot Prints All Over Front Mat. Very Disappointing! "

Action: Dialed (330)-433-1880 and left message on vm w/800#

Survey in dl

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1154096 **Cus Ident** 21759693 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Signal Hill CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 1314 **Prod Date** 12/7/2005 **Warr Date** 1/28/2006 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Lack of Followup	04/18/2006 21:56:03	Diana Sanchez	7834
	Overall Satisfaction with Sale	04/18/2006 21:56:03	Diana Sanchez	7834
Vehicle Quality	Overall Dissatisfaction with Quality	04/18/2006 21:56:22	Diana Sanchez	7834
Survey Inquiries	IBS - Initial Buyer Survey	04/18/2006 21:56:16	Diana Sanchez	7834
Customer Comments / Su	Transmission	04/18/2006 21:56:34	Diana Sanchez	7834

Summary Notes

4/6/2006 14:20:50

From File 060406IBSanswers
Record Sequence Number M5942881
World VIN WDBUF56JX6A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
FLETCHER JONES MOTOR CARS, INC.?

Very Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Excellent

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E350? Very Satisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
FLETCHER JONES MOTOR CARS, INC. :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Somewhat Likely

10b. FROM FLETCHER JONES MOTOR CARS, INC.? Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E350 SERVICED
AT FLETCHER JONES MOTOR CARS, INC.? Very Unlikely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E350? Dissatisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Exterior Design, Ride Comfort. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E350 FOR THE FUTURE?

"Transmission Gear Problem, Srs Problem, Service Twice Already, Less Than
1k Miles!! "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Transmission Gear Problem, Car Jerks In Low Gear From 3-2. Service Twice
At Mb Long Beach Dealership. Problem Still Not Completely Resolved. Srs
Warning Light On At 700 Miles. I Called Mercedes Usa At Nj Not Helpful.
This Is My Second Mercedes, Should Your Company Be More Concerned Of
Customer Loyalty In The Future? "

-
COMPLETE ADDRESS CHANGE REQUIRED:

4/18/2006 21:55:47 [REDACTED]

7834

As per note in the survey queue: DO NOT CALL - REFERRAL CLOSED ON 3/30/06

IBS summary: Very satisfied with dealer, claimed lack of follow up , dissatisfied with vehicle. Comments:
"Transmission Gear Problem, Car Jerks In Low Gear From 3-2. Service Twice
At Mb Long Beach Dealership. Problem Still Not Completely Resolved. SRS Warning Light On At 700 Miles. I
Called Mercedes USA At NJ Not Helpful. This Is My Second Mercedes, Should Your Company Be More
Concerned Of Customer Loyalty In The Future? "
Customer not contacted.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1155774 **Cus Ident** 4267809 **Legal** N **Note Type** SERVICE EXPEI
Customer Address [REDACTED]

Scotch Plains NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 7861 **Prod Date** 3/30/2005 **Warr Date** 5/2/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	04/21/2006 11:49:41	Carol Ann Carroll	4673
	Lack of Followup	04/21/2006 11:49:42	Carol Ann Carroll	4673
	High Cost of Maintenance	04/21/2006 11:49:42	Carol Ann Carroll	4673
	Overall Dissatisfaction with Service	04/21/2006 11:49:42	Carol Ann Carroll	4673
	Excessive Wait for Vehicle Repair	04/21/2006 11:49:42	Carol Ann Carroll	4673
Survey Inquiries	SES - Service Experience Survey	04/21/2006 11:49:52	Carol Ann Carroll	4673

Summary Notes

4/7/2006 14:24:30

From File 060407SEAnswers
Record Sequence Number M6093016
World VIN WDDDJ75X56A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT RAY CATENA MOTOR CAR CORPORATION? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT RAY CATENA MOTOR CAR CORPORATION
5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM RAY CATENA MOTOR CAR CORPORATION:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT RAY CATENA MOTOR CAR CORPORATION? Very Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Unlikely
14b. FROM RAY CATENA MOTOR CAR CORPORATION? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"No Text"

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Had To Pay To Replace Front Tire When Car Was One Month Old-then The Srs Malfunction Light Which Stated Restraint System Problem; Dealer Kept Car Over Weekend-did Not Supply Loaner. I Have Had Lexus For The Past 10 Years And Never Had These Issues. Very Disappointed!! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/21/2006 11:49:08 [REDACTED] 4673

Summary: Dissatisfied with serv. dealer. States SRS light was on, brought vehicle in, no loaner provided because vehicle not purchased at 51146. Not ready until Monday, compares with Lexus. Refers to tire issue when vehicle first purchased. This visit only warranty in system.

Attached copy of letter written to dealer and wrote on it "Paul-letter never responded to."

Writer called (908)-757-5003 and left mess. with cust. son advising we received survey, all is documented and provided 800#

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1172054 **Cus Ident** 28554903 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Poplar Bluff MC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 45102 PLAZA MOTOR COMPANY CREVE COEUR MO
Sell Dlr 45102 PLAZA MOTOR COMPANY CREVE COEUR MO

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 11771 **Prod Date** 7/16/2004 **Warr Date** 9/21/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	04/20/2006 13:46:17	Anna Peet	6305
	Lack of Followup	04/20/2006 13:46:18	Anna Peet	6305
	Overall Dissatisfaction with Service	04/20/2006 13:46:18	Anna Peet	6305
	Commitments Not Fulfilled As Promised	04/20/2006 13:46:18	Anna Peet	6305
	Vehicle Not Clean after Service	04/20/2006 13:46:18	Anna Peet	6305
	Add Dealer Service Point Recommendation	04/20/2006 13:46:17	Anna Peet	6305
Vehicle Quality	Overall Dissatisfaction with Quality	04/20/2006 13:46:55	Anna Peet	6305
Survey Inquiries	SES - Service Experience Survey	04/20/2006 13:46:41	Anna Peet	6305
Customer Comments / Su	Interior Styling	04/20/2006 13:45:14	Anna Peet	6305
	Seat Styling / Comfort / Operation	04/20/2006 13:45:23	Anna Peet	6305

Summary Notes

4/19/2006 14:22:44

From File 060419SEAnswers
Record Sequence Number M6116031
World VIN WDBUF65JX5A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT PLAZA MOTOR COMPANY? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT PLAZA MOTOR COMPANY
5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM
PLAZA MOTOR COMPANY:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
E320 SERVICED
AT PLAZA MOTOR COMPANY? Somewhat Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM PLAZA MOTOR COMPANY? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
E320? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"I Do Like The Power/quick Acceleration Available. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?
"Seat More Comfortable With More Selections For Adjustments. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Am Disappointed With The Number Of Times A Car With Less Than 12,000
Miles Has Required Major Repair Work. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
4/20/2006 13:45:08 [REDACTED] 6305

Survey DISSATISFIED for dealer and vehicle. NO for appointment made in advance "Emergency". FAIR for completion and quality of work. Vehicle not ready when promised, Not contacted after service. POOR for cleanliness after service. States "Car was brought to us with fresh black grease on door seal , door panel, carpet & mat. Cleaned but not able to get to previous condition. Valet was rude". Very DISSATISFIED for AI Trans - Toyota Camry - States "Did not fell it was safe/ reliable transportation. SRS light came on during trip. No other choice given." Also states "I Am Disappointed With The Number Of Times A Car With Less Than 12,000 Miles Has Required Major Repair Work. "

Action; Left answering machine msg @ 573-686-9138 w/800#

5/22/2006 11:31:03 [REDACTED] 4684

See Sum Note Information #1219871 - Sherry Hale left message in Survey Department.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1221866 **Cus Ident** 26296049 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Yuma AZ [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 03102 MERCEDES-BENZ OF CHANDLER CHANDLER AZ
Sell Dlr 49101 MERCEDES-BENZ OF RENO RENO NV

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J65A [REDACTED]
Mileage 26595 **Prod Date** 10/18/2004 **Warr Date** 12/13/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	05/26/2006 21:26:39	Theresa Gelfand	6337
	Repeat Visit for Same Issue	05/26/2006 21:26:39	Theresa Gelfand	6337
Vehicle Quality	Frequency of Repairs	05/26/2006 21:25:43	Theresa Gelfand	6337
	Overall Dissatisfaction with Quality	05/26/2006 21:25:44	Theresa Gelfand	6337
Customer File Maintenan	Mileage Update	05/26/2006 21:26:51	Theresa Gelfand	6337
Survey Inquiries	SES - Service Experience Survey	05/26/2006 21:25:51	Theresa Gelfand	6337
Customer at Risk	Loyal Customer	05/26/2006 21:26:56	Theresa Gelfand	6337

Summary Notes

5/23/2006 14:20:42 System Administrator

From File 060523SEAnswers
Record Sequence Number M6212731
World VIN WDBUF26J65A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF CHANDLER? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF CHANDLER
5d. EXPLAINED CHARGES AND WORK PERFORMED? Very Good

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF CHANDLER:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MERCEDES-BENZ OF CHANDLER? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM MERCEDES-BENZ OF CHANDLER? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Economic, Super Engine Performance, Navigation System Excellent. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"No Text"

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"We Have Had Same Problem With Airbag Malfunction - Passenger Seat Calibration, A/c Just Shuts Off For No Reason - Will Not Turn Back On. All Items Serviced Several Times, Yet Continue To Occur. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
5/26/2006 21:25:22 [REDACTED] 6337

Writer called customer @ [REDACTED] as requested on survey
Spoke to [REDACTED] who claims he has intermittent re-occurring issues w/Airbag deactivation light & climate control. He claims dealer addressed his concerns but believes they have done all they could, but it seems to be a glitch in the vehicle itself. [REDACTED] claims he lives in area that is far from any MB dealer. He claims he is somewhere in between San Diego & Phoenix. He claims he prefers to use MB/Chandler & claims he is very pleased w/their service. Writer assured customer his concerns/comments would be documented & forwarded to appropriate parties. Writer advised him to contact his Srv.Manager & referred him to our 800# for the future.
Mileage Update: 27,000
SN forwarded to TL Q for follow-up (NTMT)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1224843 **Cus Ident** 8767746 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Little Rock AR [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 04507 MERCEDES-BENZ OF LITTLE ROCK LITTLE ROCK AR
Sell Dlr 04507 MERCEDES-BENZ OF LITTLE ROCK LITTLE ROCK AR
Last Sell Dlr 04507 MERCEDES-BENZ OF LITTLE ROCK LITTLE ROCK AR

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]
Mileage 16000 **Prod Date** 5/4/2005 **Warr Date** 7/26/2005 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	05/26/2006 11:26:14	Anna Peet	6305
	Personnel Issues or Complaints	06/09/2006 09:16:57	Toniann Corrigan	4662
	Overall Dissatisfaction with Service	06/09/2006 09:16:57	Toniann Corrigan	4662
	Repeat Visit for Same Issue	05/26/2006 11:26:14	Anna Peet	6305
	Excessive Wait for Vehicle Repair	06/09/2006 09:16:57	Toniann Corrigan	4662
	Commitments Not Fulfilled As Promised	05/26/2006 11:26:14	Anna Peet	6305
	Explain Charges/Work Performed	05/26/2006 11:26:14	Anna Peet	6305
Dealer Parts	Excessive Time Spent Waiting at Dealer	05/26/2006 11:26:14	Anna Peet	6305
	Lack of Followup	06/09/2006 09:17:03	Toniann Corrigan	4662
Customer File Maintenan	Telephone Update	05/26/2006 11:23:45	Anna Peet	6305
Survey Inquiries	SES - Service Experience Survey	05/26/2006 11:26:19	Anna Peet	6305

Summary Notes

5/25/2006 14:23:04 System Administrator

From File 060525SEAnswers
Record Sequence Number M6166945
World VIN WDBUF26J25A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT RIVERSIDE MOTORS, INC.? Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT RIVERSIDE MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM RIVERSIDE MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT RIVERSIDE MOTORS, INC.? Somewhat Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM RIVERSIDE MOTORS, INC.? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Diesel Engine. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?

"Better Selection Of Accessory Items For This Model. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"No Text"

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
5/26/2006 11:23:39 [REDACTED] 6305

Survey Satisfied for vehicle. FAIR for promptness, understood problem , completion and quality of work. POOR for explanation of charges. Addtl visit required. Not contacted after service. Very DISSATISFIED for how paperwork was handled, amount of time required to pay.

Action; Tried to contact customer @ [REDACTED], business machine, no VM avail. Tried [REDACTED], constant busy.

Returned to Que for 2nd attempt.

5/29/2006 11:13:25 [REDACTED] 6380

Second attempt: [REDACTED] person who answered business phone stated that there was no one available by the name of [REDACTED]. Called [REDACTED] - line busy- Called [REDACTED] line busy -

No contact made - forwarded to post card folder.

FYI - Survey appears favorable for vehicle and somewhat dissatisfied with Service dept. experience

6/1/2006 12:09:31 Carol Ann Carroll 4673

Post Card Sent

Summary Notes

6/9/2006

09:16:23

4662

Customer called back regarding the post card he received, and stated he had an appointment to get the oil change and also asked them to rotate the tires. Customer stated they were overbooked and he had to keep calling to follow up and see if his car was ready. Customer stated when he went to pick it up the tire rotation was not completed although he was charged for it. Customer stated he was told by service advisor that they would get back to him, and never did. Customer stated also he had a SRS malfunction light on, and a part was ordered to resolve it. Customer stated he called to follow up two weeks later and was told it was in (but they never called him). Customer stated he still has to bring the vehicle in to have the SRS malfunction resolved. Writer advised customer that his comments would be documented and reviewed.

Mileage Update: 16,000 miles

Writer forwarded to TL for possible NTMT.

6/9/2006

10:53:48

6320

Customer was very upset by the lack of follow up with dealership. Perhaps dealer may be able to save customer and proactively contact and assist him. Sent NTMT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 945166 **Cus Ident** 28366683 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Boca Raton

FL [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA

Sell Dlr 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA

Last Sell Dlr 14148 MERCEDES-BENZ OF DELRAY DELRAY BEACH FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]
Mileage 1 **Prod Date** 12/14/2004 **Warr Date** 5/11/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	10/31/2005 14:05:49	Cynthia Feuss	6289
	Personnel Issues or Complaints	10/31/2005 14:06:00	Cynthia Feuss	6289
	Overall Dissatisfaction with Service	10/31/2005 14:06:00	Cynthia Feuss	6289
Dealer Parts	Part(s) on Backorder	10/31/2005 14:21:45	Cynthia Feuss	6289
Internet	Internet Inquiry	10/31/2005 14:05:43	Cynthia Feuss	6289

Summary Notes

10/31/2005 14:05:36

6289

Internet Corr # 281877: Comments: I must inform you of my less than satisfactory service experience with MB. My first attempt was to schedule an appointment via the online service ? this did not work at all. I did not get a phone call to confirm the appointment nor were my calls returned. Secondly , I called to schedule this same service request after getting a follow up card inquiring how the phantom service appointment went. Again, my ca was placed into voice-mail and never returned. Third, a SRS Failure message and warning light went on. I immediately called to get this taken care of. Again, my call got routed to a voice-mail box. Again, my call was no returned. Finally, I called today 10/28/2005 and was able to actually speak to a human being in the service department who told me to come right in to have the SRS taken care of. I told him I would wait for the vehicle an if this was going to take time, we should schedule for when I could leave the vehicle. I was told, no problem it won't take long at all. So, I brought my auto into the dealership and completed the requested paperwork to have ONLY the immediate safety issue (SRS) taken care of. I informed the service advisor I would be waiting for the auto. I was shown to the waiting area. The service / waiting area was a cigarette stench area from which I had to remove myself. I went into the showroom, which was not much better. I was becoming congested and was force to wait outside the dealership simply to breathe freely. After well in excess of an hour, my auto was brought around front. I went back into the odiferous service area to inquire about my auto. The advisor followed me outside and started to inform me about what service action had been performed. He informed me about ?PINS? being loose in the steering wheel as they relate to the Air Bag. He said the CODE they got showed this to be a repair ONLY to be performed by a MB tech. Before he could finish his instructions, we were rudely interrupted by another Tech / Advisor without so much as an ?excuse me? - from either MB person. I was left to wait while someone else's issues got resolved. Once the other person's issues were resolved, the advisor continued to inform me the light was reset, the problem still exists, it may happen again and he must open a case with MBUS/ to get it resolved. I asked when I can expect the safety system to function as designed. I was informed that this an unknown and I will have to wait and see. So, there you have it. My very first MB service visit ever. Quit frankly, this was a most disappointing process. At this point, I could not recommend MB if this is the service experience typically enjoyed by its clients. I have Jaguars, and yes, they have issues. However , their service experience has been head and shoulders above MB. The Jaguar dealership is clean, neat and smoke free. The service personnel do not interrupt, treat everyone with dignity and respect, and take a sincere interest in getting you out of the dealership fast. I realize this is based on only one visit. However, first impressions tend to be accurate. I was left with the impression a case would be opened on my auto. I want to know if this is true or not. Please inform me either way as to the status of this issue as I am concerned. Regards, Peter

Survey: Evening Phone Number: Preferred number: Home/Afternoon VIN: wdbuf82j65x

10/31/2005 14:21:04

6289

I called 36103 SM Wes who states he has a call in to TAC, the engineer from TAC who handles this issue is not in today. Contacts/pins needed to complete the repair are on backorder. Wes agrees to call owner directly to acknowledge our receipt of his e-mail and to review his concerns. (THANKS WES!)

MY EMAIL REPLY TO OWNER: Dear Thank you for your e-mail. We regret your the technical difficulty you have experienced with the SRS light in your 2005 E320W4 and apologize for your expressed disappointment. We too, would prefer to see the completion of this repair accomplished for you sooner rather than later; unfortunately, the part required to properly complete the repair is currently on backorder. Please be assured that we are researching the current status and will do every possible to expedite it delivery. That your is first service experience with Smith Motor Sales of Haverhill did not proceed flawlessly in indeed regrettable and we appreciate your taking the time to share your feedback. As you may be aware, all Mercedes-Benz dealers ar independently owned and operated and as such, are solely responsible for their own daily business operations including personnel, service department operations, etc. Nonetheless, you are a valued customer and your disappointment is of course , ours. Please be assured that your comments have been documented in our reporting system and shared with our Regional Manager for his review with Wesley Reed, the Service Manager f Smith Motor Sales. , we truly regret the circumstances that prompted our communication, and are confident that Wes stands ready to assist you. successfully resolve this matter. In the meantime, it is our hope that this incident will not permanently overshadow the overall safety, comfort, and performance your beautiful nev E3532-W4 has to offer. Thank you for bringing this matter to our attention, and for this opportunity to respond. Sincerely, Cynthia Feuss Customer Relations Liaison

10/31/2005 19:09:34

Cynthia Feuss

6289

EMAIL REPLY FROM OWNER: Hello Cynthia, I understand the structure of the relationships with your dealership distribution. Unfortunately, you are often judged by the company you keep, especially when they have your authority to bear your name.

Subsequent to my recent telephone conversation with Wes Reed of Smith Motor, I am going to find out if my experience was a fluke or not. Regardless of the outcome of my future service Experience, I would like to thank you for your response to my comments. Peter

Summary Notes

11/1/2005

14:10:44

6209

From PAC:

they need special parts from the TAC (parts for sale).. the TAC case # is 94466, they spoke with Mark, 1-866-628-7282. We can get no ETA at the PAC.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 978054 **Cus Ident** 29501200 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Highland Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL
Sell Dir 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 14718 **Prod Date** 9/30/2004 **Warr Date** 11/13/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/29/2005 14:53:23	Cynthia Feuss	6289
	Overall Dissatisfaction with Quality	11/29/2005 14:53:23	Cynthia Feuss	6289
Service / Repairs	Repeat Repairs on Same Component	11/29/2005 14:53:31	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/29/2005 14:53:18	Cynthia Feuss	6289

Summary Notes

11/29/2005 14:53:12 Cynthia Feuss 6289

Corres # 283719 sent via Certified Mail postmarked 11-23-05, CAC rec'd today. See closed Case 185996. Owner alleges 3 service visits for SRS light. Owner writes "my dealer has set up an appt. for Friday, Nov. 25 for me to bring the car into service in Palm Beach, at which time I am invoking my rights under the Lemon Law. I have been a devoted MB customer for more than 20 years and have never had a problem with any of my vehicles. I am hoping that this situation will be remedied."

I left a v-mail for 14323 SM Mike Destefano w/ request he review this sum note & call me to confirm if repair was performed on 11-25 appt. & any other pertinent details. I sent following email to SPOM WN , cc: Mark Kelly: De: Bill, (& Mark: FOR MBUSA ATTORNEY'S INFORMATION ONLY): Scanned & attached above is Corres # 28371 from Bonnie Perlin - SUM 978054 - see closed case 185996. I have left a message for update from 147323 SM Mike. Please review & advise if I should open another case or, if Mike advises me that the SRS light has been repaired , do you want me to write to owner advising we are not in position to buy back vehicle? Regards , Cynthia

11/29/2005 15:18:31 Cynthia Feuss 6289

Per SM Mike, states Shop Forman and Tech Service mgr are involved with TAC. Wiring Harness is coming from TAC. Car is still at dealer. Owner has been updated daily. (Thanks so much for your very prompt update Mike!)

Summary Notes

12/1/2005 17:49:42 Cynthia Feuss 6289

Corres # 283818: Owner writes to Paul Halata, letter is dated 11-21-05, CAC rec'd 11-30-05. Owner claims when she picked up her CLS "can you imagine after all that I have been dealing with when I walked into the shop, as huge a place that it is, I mean like maybe 12,000 sq. ft. Of all places to place it, a mechanic placed his jacket, zippers and all, right on top of my hood. What do you say to that? I complained to Charlie and to the rep helping me that night. The 2nd paint job was good, how it should have been the 1st time..." Owner claims in a day or 2 the SRS light came on (claims this is the 3rd time). And now there is a weird noise coming from the dash board area like some weird power surging noise. I will take it this time around to MB Manhattan...that is where I stand with my new luxury car. Thanks Rallye Motors. Thank you Paul. Thank you MB. My purchase of your products has been real." Owner signs her name, writes her cell phone # and under that writes "Cell for Sucker!"

I sent following email to SPOM SD, & cc'd P. Juron & SPOM Zawacki: Dear Steve, Scanned & attached above is Corres # 283818 from [REDACTED] to Paul Halata. In review, we sent a letter in response to her first several letters, then rec'd another, to which we replied that we felt our previous letter conveyed our position to this point. Owner claims SRS light has come on again and alleges noise from dashboard since a few days after picking vehicle up from Rallye. Please provide any update or guidance for response.

Ted: I copy you in on this as [REDACTED] has indicated she will make appt. with 56113. Please review customer/vehicle history, sum note 954/93 & Case 185222 for review with MB Manhattan whom you may wish to fill

12/2/2005 09:29:56 Cynthia Feuss 6289

Email from SPOM to Dealer 56113: Gail, Dan Please see the customer attached letter. This customer may be calling for a service appointment. Regards, Ted

12/2/2005 14:33:42 Cynthia Feuss 6289

E-Mail from Gail, 56113: Ted, Customer did schedule two appointments, which she didn't make: 10/24/05 - For SRS light and a few other issues. She did not show. 12/05/05 - For SRS light and the noise from the dashboard. She cancelled. I've put an Alert in our system - if she calls in we'll make certain to handle and also involve Ralph Montagnese. Gail Fernandez

My email to Gail: Dear Gail, Thank you for the appointment information re: [REDACTED] FYI - This is owner's 5th communication to Paul Halata since 10-24-05. Case was opened to Rallye 55109 on 10-26-05 and extensive sum notes follow. If you need any more details, let me know. Please keep me in the loop. Thanks so much, Cynthia

12/2/2005 14:34:10 Cynthia Feuss 6289

E-mail from SPOM SD: Cynthia, I have a meeting set up with Nick Toomey (VP Rallye Motors) for next week to discuss this customer. Regards, Steven J Dennis

12/2/2005 14:35:05 Cynthia Feuss 6289

Thank you Steve, Let me know the outcome for reply to owner. Cynthia

12/7/2005 13:09:26 Cynthia Feuss 6289

E-Mail to SPOM SD: Dear Steve, I have some letters gathering dust that I must get to. Please advise how you would like me to respond to [REDACTED] Thank you. Cynthia

12/7/2005 16:00:12 Cynthia Feuss 6289

Email from SPOM: Cynthia, Please see the comments below from Gail Fernandez, if the vehicle had this issue why would she cancel the appointment? To date no one has been able to verify this latest complaint on the SRS system. It's a most unfortunate situation that she has encountered these difficulties with the new vehicle, but that is why the vehicle has a warranty. Let's not lose sight of the fact that we complied with her first request to assist her with the lease mileage, Rallye Motors has sent her a check for the excess mileage she may encounter at the end of the lease.

The lot damage at Rallye Motors has finally been corrected, while it took an additional visit to correct the damage to the customer satisfaction which was finally accomplished. So from a manufacturer's and dealer's standpoint we have done that is possible to address her concerns, obviously if the vehicle continues to have issues MBUSA will either have to have technical assistance sent out to the dealer or the more drastic measure is to take the vehicle back if it complies with the guidelines of New York State Lemon Law, but at this point we have not reached those limits. Regards, Steven J Dennis

12/7/2005 16:00:36 Cynthia Feuss 6289

My email reply to SPOM SD: Thanks Steve, Then I will just write back acknowledging receipt of her letter, advising (again) that we will continue to honor the terms of other warranty, and encourage her to have vehicle inspected by dealer if she feels there is an outstanding issue. Thanks again, Cynthia

Summary Notes

12/8/2005 13:33:22 Cynthia Feuss 6289

Following email to SPOM SD: Dear Steve, Attached above is my draft response to [REDACTED] # 283818, for Paul Juron's signature on behalf of P. Halata. Please review and advise of any necessary changes, corrections, additions, etc. Thanks. Cynthia

Dear [REDACTED]: Thank you for your letter to Paul Halata dated November 21, 2005; after review, he has asked that I respond on his behalf. We are very sorry to learn of the inappropriate placement of a Rallye employee's jacket on the hood of your car and certainly understand your expressed discontent. Please be assured that we have reviewed this matter with Charles Ludemann, who has of course, handled this matter internally. That the body shop service now meets your satisfaction is good news, and we again acknowledge, and apologize for, the frustration you encountered regarding this repair. It is our understanding that you have been unable to keep the appointments that were made with Mercedes-Benz of Manhattan for the SRS light. We are not clear if the light is still on, but if so, we encourage you to reschedule your appointment as soon as possible. Mercedes-Benz USA does not recommend the operation of the vehicle when the SRS light is illuminated as we can not guarantee proper airbag system function. Thus we invite you to contact Roadside Assistance at 800-367-6372, menu option #1, if you want to arrange to have the vehicle towed to the dealer. [REDACTED], while we cannot alter the event that have prompted you to contact us, our apology is sincere for the disappointment you have expressed and the inconvenience you have experienced. We will, of course, continue to honor the terms of our Manufacturer's New Vehicle Limited Warranty, and are certain that Mercedes-Benz Manhattan stands ready to assist you. Sincerely, Paul Juron General Manager Customer Relations

12/9/2005 10:07:14 Cynthia Feuss 6289

Email from SPOM Re: Draft Response - [REDACTED] # 283818 Cynthia, Letter to the customer is fine. Regards,
Steven J Dennis

12/9/2005 10:09:28 Cynthia Feuss 6289

Email to Marion: Hi Marion, The draft Response to [REDACTED] # 283818 is attached above, for Paul's signature. Thank you! Cynthia

12/9/2005 15:20:44 Cynthia Feuss 6289

E-mail from Marion to SPOM: Gentlemen, Attached is the customer's letter to Paul Halata and the response signed by Paul Juron. Should you have any questions, please contact Cynthia directly. Thanks !

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1070657 **Cus Ident** 29622561 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Carson CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 2140 **Prod Date** 3/17/2005 **Warr Date** 10/23/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	02/06/2006 14:01:46	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/06/2006 14:01:42	Cynthia Feuss	6289

Summary Notes

2/6/2006 14:01:38 Cynthia Feuss 6289

Corres # 288020: owner writes "I am writing to get some explanation re: why the SRS system malfunctioned in my 2006 E350W4 which has been driven less then 2200 miles." Owner claims SRS light came on Jan. 23, claim she called dealer who advised her "there was a problem with either the seat belt or the air bags, it was ok to drive but bring it in the next day." Owner alleges after the repair she asked what the problem was and was advises "that some adjustment had to be made to the drivers airbag. I asked the SA what could cause the SRS on a 2006 to need an adjustment so soon. He said he did not know. I am very concerned about my car having this type of problem so soon. I am concerned that the system may not work properly when needed. Can someone tell me wh the SRS is malfunctioning. It is very disappointing to start having problems already with a new car." Owner attaches copy of RO from 05119.

I reached owner this time/date. I apologize for her concern & inconvenience, assure of our confidence in Dealer's repair, etc. Owner states when she bought a MB she "did not expect to need any repairs, let alone within the first couple of months of ownership. A bracket also had to be repaired. I am concerned about the quality though." I discuss with owner for several minutes, allay her concerns, owner thanks me for my follow-up. I offer to confirm if writing, owner replies "its not necessary. Thank you any way."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1074094 **Cus Ident** 606821 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Beverly Hills CA [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Last Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Note to Market Ind: **Amount** 4,400.00

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X46A [REDACTED]
Mileage 7636 **Prod Date** 2/4/2005 **Warr Date** 3/25/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Lack of Parts	02/08/2006 16:30:04	Cynthia Feuss	6289

Summary Notes

2/8/2006 16:29:50 Cynthia Feuss 6289

Corres # 288104 is directed to Paul Halata. (Exec HOT Letter, response to be signed by Paul Juron).

Owner writes in part "I have been a MB owner since 1964 & have never had fewer then 3 MB's in our family motc pool at one time. Over the years everything has gone smoothly...however our last purchased in March 2005 has not been up to standards." Owner claims CLS had "a defective right interior door handle" and claims it took "several months to repair due to the parts ordering process." owner alleges his wife "lightly rear ended another car & it took the body shop almost 2 months to get the parts." Owner alleges "the latest issue has been a restrain system malfunction which again had taken a month for the parts...while she drove the car w/o airbag safety." Owner writes "we have never missed a payment and have gotten less then satisfactory service from MB. Our dealer, and especially Vinnie Mandzak, has been most apologetic, supportive & helpful, but I am beginning to los faith in the marquee. The press & word on the street is that Mb is not what it used to be...I have always taken exception and defended your reputation but this is wearing me down. Thank you for your thoughts and review of this matter." Owner copies Bruce Schulman, Robt. Allan and Vinnie Mandzak

2/8/2006 16:32:26 Cynthia Feuss 6289

Email to SPOM Brian Bae: Dear Brian, Scanned & attached above is Corres # 288104 from loyal owner [REDACTED], see sum note 1074094. The letter is directed to Paul Halata. (Exec HOT Letter, response to be signed by Paul Juron). Please call me to review ASAP. Thank you. Cynthia

2/9/2006 11:12:44 Cynthia Feuss 6289

Email from Gregg A Clark to William Kurtz/171/DCAG/DCX@WK-COOP: William, I spoke to Rami today on this customers history. 10/26/05 was in for a repair and was told parts were ordered for right rear door inside handle. Parts arrived, customer returned on 10/31, had parts installed. No parts availability issue. 12/26/05 SRS lite on. Control unit # 171-545-09-32 ordered, arrived, car picked up 12/29. No parts issue. 1/27/06 Customer had a flat. Tire could not be safely repaired. GOODWILL NEW TIRE. No parts issue. Car involved in a accident, Insurance Co. did not arrive to body shop for first 9 days. Gregg A.Clark Supervisor, Dealer Parts Services

Summary Notes

2/9/2006 13:28:27 Cynthia Feuss 6289

Request 05146 SM Cameron review the above sum note data from parts dept. and call me to confirm vehicle in/out (in for service, repair completed) dates. Thanks Cameron!

2/9/2006 15:26:35 Cynthia Feuss 6289

I left voicemail for SM Cameron with request he review this sum note and call me to confirm states, parts delivery etc. before I put in writing to owner.

2/10/2006 20:00:55 Cynthia Feuss 6289

I spoke with SM Cam who will e-mail his files/details to me, which, upon our initial review together, seem to contradict the 2-9-06 email above from Gregg Clark. SM also mentioned that SPOM has provided 2 lease payments to owner. (Request SPOM BB confirm for this writer the # of payments, the total amount, and if this was done due to owners complaint re: alleged parts delays! These details are necessary as this is EXEC HOT letter to be signed by Paul Juron, so my information must be accurate. Thank you.)

2/14/2006 15:09:56 Cynthia Feuss 6289

Email to SM: Hi Cam, Per my voicemail . . . Please review my draft response to [REDACTED] and confirm that the dates (vehicle in, repair completed) are correct. Also, please advise name of Body Shop, date vehicle went to Body Shop and date owner picked up car; and if there were any parts delays, if so, which parts.

Sorry to have to bother you with this again...know you are very busy...but this letter must be accurate. Thanks, c always...

Cynthia

2/15/2006 15:08:23 Cynthia Feuss 6289

I left v-mail for SM Cameron this time/date.

2/16/2006 09:14:52 Cynthia Feuss 6289

Cameron left me a v-mail stating he never received my email with draft letter. I resent draft to Cameron this time/date.

2/16/2006 10:35:42 Cynthia Feuss 6289

Email to SPOM: Dear Brian, I sent you this information a week ago....still have not heard back from you. I must complete this EXEC HOT letter today. Please advise/confirm below (in blue) information asap.! Cynthia

2/16/2006 13:48:14 Cynthia Feuss 6289

Email from SPOM BB: Cynthia,

This was brought to Danny Aden and my attention by Rob Allan, who offered to pay for the lease payment through his own budget. We offered two lease payments for \$4400 total. Please let me know if you need any more information that is not provided in the e-mail string. Thanks! Brian Bae

2-7-06 from SPOM to MM: Danny, Customer retention comes from a separate account so it won't put the dealer in the red on the Goodwill Report. We can do this one on our dime without any trouble. Thanks for the e-mail. I'll let you know when the check goes out. Brian Bae

2-7-26 from MM to SPOM: Brian, What do you think, you know where you stand better than I on Goodwill. Danny Aden

2-6-06 from SPOM to 05146 SM: Cam, When you get back, could you please cut him a check for \$4,400 as customer retention. Thanks! Brian Bae

2-3-06 from Rob Allan to Danny Aden: Hi Danny, We received a troubling letter from [REDACTED] (BH Ltd. Customer) whose CLS55 AMG has been down two months waiting for parts / repairs. The letter went to Paul Halata, but he copied me and Vinnie Mandzak as well. He made no threats but stated that his affinity for the Mercedes-Benz brand was being tested. Maura Kilkenny of Paul's office requested that we handle this through you. In speaking with Vinnie yesterday, there is no big problem, but 1-2 month's lease payment would go a long way to restoring our favor with this VIP owner. Please let me know how you would like to handle this and whether you need a cost transfer to your budget for the funding. Best Regards, Robert F. Allan

2/16/2006 17:04:02 Cynthia Feuss 6289

Following email to ML: [REDACTED] Corres # 288104, (Sum 1074094) Draft Response Available on X Drive File Name: JURON-MeyerBruce

Summary Notes

2/21/2006 11:16:54 NETSTAR

Name : Cameron Stewart (Service Manager)
Phone : 310-224-4225
Dollar Amount : 4400

Post Warranty / Good Will Offer
Offer Made (Expiration Date : 02/16/2006)
Accepted

Reviewed with MBUSA
Service and Parts Operations Manager

Reviewed with Customer
No

Customer Expectations
Met

2/23/2006 09:18:06 Cynthia Feuss 6289

Email from Marion to MM & SPOM: Gentlemen - for your files.
Marion Lopez Customer Services

2/23/2006 09:20:11 Cynthia Feuss 6289

Email from 05146 Parts Dir Rami: Hi Cynthia, I am replying to your e-mail that you sent to our service manager, Cameron Stewart, in regards to [REDACTED] car. I have sent a copy of all three invoices of parts that were ordered by the body shop, where [REDACTED] was having his car repaired, to Gregg Clark at the PAC. These three invoices have all the parts involved on them, including the opening and closing date of those invoices. If you have any questions please don't hesitate to give me a call.
Thank you, Rami Joukhadar Parts Director

3/8/2006 19:39:19 Cynthia Feuss 6289

Corres # 290573: Owner writes to Paul Juron to thank him for our replay and "for the generous 2 month reimbursement on my lease. I am impressed by your timeliness and your sincere interest in this case which goes a long way in maintaining the long standing relationship I have with MB. With regard to the highlighted concerns, have a different time line, but at the end of the day they are all in the past and I look forward to a continued relationship with your fine company....Thank you again for your handling of this."

3/14/2006 14:33:09 Cynthia Feuss 6289

Email to ML: [REDACTED]yer - Corres # 290573, (Sum 1074094) Draft Response Available on X Drive File
Name: [REDACTED]eA

3/15/2006 17:44:22 Cynthia Feuss 6289

Email from ML to SPOM: Brian - for your files. Best Regards,
Marion Lopez Customer Service

3/20/2006 13:21:01 Joseph Leonardi 6255

[REDACTED] called in reference to above stating that she received a letter from Paul Juron stating that they will be receiving 2 lease payments. Customer states that she has a lease payment due on March 27th and wants to apply her payment to that.

Writer spoke with Cynthia and stated that MBUSA will issue customer a check for 2 lease payments but customer must pay her lease payments at this time.

Writer advised customer to pay her lease payments on time and she will be receiving a check from MB.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 800141 **Cus Ident** 19204320 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Spring Valley NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY
Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY
Last Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]
Mileage 2378 **Prod Date** 6/23/2004 **Warr Date** 7/30/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	10/28/2004 14:02:33	Honora Duffy	6307

Summary Notes

10/28/2004

14:02:25

6307

E mail from [REDACTED] @Home Office:

Honora,

My neighbor came over my house last night practically in tears because of his frustration with Nanuet Mercedes.

Approx. 3 months ago he bought a new E320 from Nanuet Mercedes (traded in his 1995 C-Class which he also bought from them). 5 weeks ago his wife was in an accident and the car was towed to an autobody shop. The autobody shop just finished fixing the car (had to wait a long time to get Mercedes parts). To make a long story short, the autobody shop took the car to Nanuet on Friday, Oct. 22 to have the airbags reset. There was 6 failing signs, but nothing has been done to his car. "Can't find the problem" He was there yesterday and the way he was treated by them, particularly David Rogers, the Parts & Service Director, wasn't to be believed. He wants to know why the car was only looked at but not worked on. He asked if he could get a loaner car and they wouldn't even give him that. He is ready to trade the car in for a Lexus! I feel horrible because I raved so much about Mercedes and talked him out of getting a Lexus in the first place!!!!

[REDACTED] didn't give me any information to go by .. so I replied:

[REDACTED]
While I recognize your neighbor's feelings, regrettably dealers are privately owned and solely responsible for repairs/service they perform. Not having any details to go by, and not being involved, I'm sure you realize I can't really comment on your neighbor's story/concerns.

Can you give me you neighbor's Name (what's the year/model of the car, etc.)? I can document that he is dissatisfied with Nanuet, and share with Mike Willard of the NY Region.

It's also best that you give David Rogers a call yourself @Nanuet (845-624-1500) .. so you can personally share your neighbor's concerns (introduce yourself as working for Home Office) and allow David to explain/give dealer's side of the story.

Sincerely,

10/28/2004

15:27:29

6307

[REDACTED] wrote back:

Thanks for getting back to me.

Customer's name: [REDACTED] Willow Tree Road, Spring Valley, NY [REDACTED], Model: 2005 E320.

I'll try and give David a call.....

Thanks again!

I decided to call [REDACTED] I told her (nicely) that while we are sorry to hear her neighbor was upset, we must remain neutral in this matter & recommend that she not contact dealer or get involved. I also suggested to [REDACTED] that she not "take sides" in this matter or make any comments that may be misconstrued by [REDACTED] and his wife - because we are manufacturer she has to watch what she says to them (for legal purposes)

I also confirmed to [REDACTED] there are always 2 sides to the story ... while we are not questioning [REDACTED] feelings, we always like to get the other side of the story from the dealership and I'll call David to see what happened.

Summary Notes

10/28/2004 15:37:47

6307

I called David who confirmed that [REDACTED] came into dealership yesterday upset, but almost like he didn't want to be there.

Customer tried to blame Nanuet for holding up repairs and became agitated at Service Director; yelling at David trying to blame dealer for the reason that vehicle had been at independent body shop for about 5 weeks because of accident.

David tried to discuss that this was not Nanuet's fault [REDACTED] refused to accept and said that's what body shop said - so he's blaming dealership - not body shop or insurance. David tried to explain that sometimes insurance takes some time to get there & body shops don't just drop everything to fix his car right away.

Customer demanded his vehicle be fixed right away or dealer give him free loaner; David asked customer why insurance is not paying for loaner - customer admitted he didn't get rental coverage on his insurance and wife is without a car for all this time.

David offered to get more people in to discuss & called in Service Manager and Parts Manager; by the time they came into his office, [REDACTED] had already grabbed David's business card and left angry.

Parts Manager confirmed that first order from Body shop was September 30th. Body shop then, again, called in another part order on October 15th.

David said that a tow truck showed up out of nowhere last Friday and dropped [REDACTED] car in their lot - no call to say it was coming - the tow truck driver just dropped the keys on the counter and left no message. SRS lights were on dash.

David then said either Saturday or Monday (not sure of day) [REDACTED] came to dealer; they pulled into shop & cleared the codes - codes came right back on again,

Upon further inspection dealer confirmed there's a problem with body shop repairs and SRS system from collision work.- Nanuet finally determined SRS light needs more work than clearing codes.

Dealer contacted body shop to get authorization to do further diagnostics/repairs; dealer finally got authorization from body shop on Tuesday/Wednesday to do what needs to be done to fix it. Body shop will be paying Nanuet for any further work.

Nanuet feels they have not done anything wrong in this matter; I'll let [REDACTED] know of my findings and assure he that if [REDACTED] has any further concern, David stands ready to discuss with customer directly.

10/28/2004 17:08:14

6307

I called [REDACTED] and told her what I found out ... I told her that if she has to get back to [REDACTED], to tell him she's looked into the matter and:

1. We can't get him a loaner car; if they need a vehicle, they should rent one & then give the bill to the insurance company of the other driver that caused accident to see if they will cover.
2. Dealer has to go over vehicle thoroughly which is going to take time, to find out why SRS light is not turning off. If [REDACTED] has any questions as to status, he needs to speak to dealer - we have no idea what repairs independent body shop did, whether they were done correctly, or whether what they have/have not done is causing light to stay on.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1065812 **Cus Ident** 2360738 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Santa Barbara CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 05144 SANTA BARBARA AUTO GROUF SANTA BARBAR CA

Sell Dlr 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Last Sell Dlr 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 10093 **Prod Date** 8/5/2004 **Warr Date** 10/15/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/02/2006 12:50:21	Honora Duffy	6307

Summary Notes

2/2/2006

12:50:11

6307

██████████ sent E mail:

██████████
Comments

I have aleased 2005 bens and have trouble with the seat belt signal. The last time I had it in the garage, I was to the air bags were never connected and thank God I did not have an accident. Now I have the same problem. What do I di now. I am afraid to drive it. Any help will be appreciated. ██████████

I called customer - then called Service Director @Santa Barbara - he was not at his desk, but I gave Lisa a message. I also sent below E mail to Bob Milner (cc to Dan Berberian):

Bob:

Per my discussion with Lisa in your office, below is E mail I received from ██████████.

I called customer - he confirmed he has not contacted your dealer yet. In September , when he brought vehicle i for seat belt chime was going on for no reason , he alleges someone at dealer "told me the airbags were never connected" (???)

There's claim:

09/08/2005@10,093 milesCONTACT SPIRAL/VOLUTE SPRING , AIRBAG CONTACT
FAULT/INTERRUPTION

He said now sound/chime is happening again - "it started a couple days ago and I don't know what to do". I guided him to contact you to discuss his concerns so appointment can be arranged. Once vehicle arrives, I assured him that if dealer finds they are in need of technical help from MBUSA, you have the means to obtain same via the proper channels.

Due to what customer alleges someone told him in September, if repair was simply a bad contact, maybe you ca go over the prior repair & any possible misunderstandings? (He made it seem like because of the alleged comment made , he now thinks airbags were never connected from time of production - he's been driving vehicle since October 2004).

Please keep me posted on outcome/handling (in case he contacts Home Office again); if you have any question give me a call.

Thanks!

Thanks!
██████████

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1226988 **Cus Ident** 16003527 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntington Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 14300 **Prod Date** 1/27/2005 **Warr Date** 3/15/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/26/2006 17:42:16	Honora Duffy	6307

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/26/2006 17:42:16	Honora Duffy	6307

Summary Notes

5/26/2006 17:42:05 [REDACTED] 6307

Owner called in on TeleAid - said "SRS Malfunction" light is on - he wanted to know if it's safe to drive car for next couple of days I confirmed that it is not recommended vehicle be driven, because there is no guarantee that SRS system would function properly in accident situation.

I had RAP take the call; Jennifer spoke to customer & he declined tow - said he was going to take car into dealer himself.

I called MB of South Bay & gave Steve Schimkus a head's up - this is long-time loyal MB customer and I wanted Service Director to know that [REDACTED] declined RAP & said he would take into dealer himself.

Steve assured me that dealer will take care of this customer & thanked me for head's up.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1363502 **Cus Ident** 6156675 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ponte Vedra Beac FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL
Sell Dir 14345 MERCEDES-BENZ OF FORT PIE FORT PIERCE FL

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112651A [REDACTED] **World Vin:** WDBUH65JX5A [REDACTED]
Mileage 28602 **Prod Date** 6/3/2004 **Warr Date** 3/31/2005 **Model** E320S 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/28/2006 12:24:58	Honora Duffy	6307

Summary Notes

8/28/2006 12:24:49 [REDACTED] 6307

Owner called & left message on CAC machine over the weekend "I want someone to call me about the horrendous service I've been receiving at dealership"

I left her VM to call me.

8/28/2006 13:07:51 [REDACTED] 6307

I called Ronnie Underwood .. left her VM - I also sent her E mail:

Ronnie:

Per my voicemail - customer left message on CAC's machine over the weekend that she wants to speak to someone about "the horrible service I received from Jacksonville dealer".

Below is survey from January:

I've left message for [REDACTED] to give me a call are you aware of this customer's dissatisfaction?

[REDACTED]
Customer Relations Liaison

Summary Notes

8/28/2006

15:07:54

6307

Ronnie called me - she spoke to this customer the other day.

Customer's shopped for vehicle & had planned to purchase at Jacksonville - then showed up with this car one da that she bought from Fort Pierce because she got a better deal.

Fort Pierce also sold her an after-market maintenance contract that guarantees free loaner - so she demands the Jacksonville honor this & give her free loaner whenever she comes in.

Ronnie has advised customer that since she didn't purchase vehicle there & this is an after-market contract , Brumos is not required to honor. Fort Pierce has now made arrangement that if she goes to Jacksonville, she wi give Fort Pierce the bill for rental & Fort Pierce will file for reimbursement through the after-market company on h behalf.

Per Ronnie customer is very demanding she has had many talks with Service Manager and no matter what Brumos does for her - she threatens to trash them on surveys.

Ronnie just spoke to customer last week - [REDACTED] again complained about not being contacted on status of c , etc. Ronnie apologized, but this is not good enough for [REDACTED]

Ronnie said that if customer is calling home office to complain about something other than what they already discussed last week, she will be happy to call [REDACTED] .

I've left another VM for customer.

8/28/2006

15:46:07

6307

I spoke with [REDACTED] ... she expressed extreme bitterness over service @dealership "they are abysmal! "

She brought up loaner car issue & also "I have to say now when you call Brumos - they have a system and you speak to receptionist - unless you are on the side of the road bleeding - you can't speak to Service Advisor."

"I don't know if these people now answering the phone are technically competent enough to know whether you should come in for service immediately or not. I had an incident where the SRS light came on & system told me to drive to shop. I called & told her exactly what was happening - the woman said that earliest she can get me in was 10 days from now - on a safety system? I had to call the dealer in Fort Pierce ... who called Brumos on my behalf and got me in earlier."

When you pull up my file at Brumos there's a note on my screen "never give this person a loaner car because sh didn't buy from Brumos" - I feel they are just pissed off at me because I didn't buy the car there!"

I told [REDACTED] that many dealers have the same policy - I explained that due to small loaner car pool, as a per many dealers will only provide loaner cars to the individuals that purchase their vehicle from them. Since dealers are privately owned, we cannot force them to provide free loaners if they choose not to.

"You are losing a customer over this ... my husband walked away from Mercedes because of Brumos and for years I've endured "I told you so from my husband". I love this car - but want to let you know that I'm shopping fc BMW after all these years!"

"I've tried talking with Ronnie - I can't seem to reach her - her standard response is that's the owner's decision. If you want to have a receptionist screen calls - good for you - but have someone that is responsible answer questions regarding safety issues that come up!"

I asked [REDACTED] if, when that happened, did she ask to speak to Ronnie - she admitted she did not - then wer into story on how allegedly she cannot get through to Service Manager directly "they take your name, but won't give you to her immediately".

She claims that she is friends with owner of the dealership & "knows the [REDACTED] family" ... yet hedged when I aske if she feels this strongly about this & if dealer is going to lose her as their customer, has she spoken to the owner of the dealership - she back peddled - she said "I shouldn't use friendships to get what I want - I should be treatel like an MB customer and not like a friend of the owner".

8/28/2006

15:46:34

Honora Duffy

6307

I told [REDACTED] that we understand how she feels - this is all documented and will be shared with dealer's management.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1433482 **Cus Ident** 25973404 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Silver Spring MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD
Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD
Last Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J36A [REDACTED]
Mileage 2797 **Prod Date** 2/6/2006 **Warr Date** 8/16/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	10/18/2006 09:20:39	Honora Duffy	6307
Internet	Internet Inquiry	10/18/2006 09:20:43	Honora Duffy	6307

Summary Notes

10/18/2006 09:20:33 [REDACTED] 6307

Zip: 20906

Comments: My E-320 is approximately 2 months old. It has approximately 2700 miles. The dash near the speedometer displayed a message last night saying that there was a defect in SAS and the SAS red light around the rpm was on . I am disappointed with this problem I heard that Mercedes was having electric problems but was told that they had been corrected. I bought the CDL version because my father was very committed to Mercedes Diesel and got great use from the engine. I must admit that I am having doubts about recommending this car to my friends, and whether I should get rid of it. Also my warranty was extended to 7 years and 100,000 miles thru Mercedes. Please correct the information on my MBUSA.COM site. Advise me how to resolve this problem ASAP. Thank You [REDACTED]

Summary Notes

10/18/2006 09:42:08 [REDACTED] 6307

I forwarded the Owner's On-line portion to Ron Hellard:

WDBUF26J36A [REDACTED]

E mail address:plflaw@erols.com

Ron:

Owner sent below E mail, asking if his Extended Limited Warranty is supposed to show on his owner's online account

this is my first time with this question. Is this something customer has to enter himself? Or does Owner's On-line not have this feature to show extended warranty?

Our records confirm he purchased 36 month ELW - ends 8/15/2003 or 100,000 miles (whichever comes first)

Please let me know - thanks!

10/18/2006 10:03:16 [REDACTED] 6307

I called Milford (RAP call from 10/14 indicates that IG Burton was paged when customer called). Emil said that vin# doesn't pull up in his files.

I called Herb Gordon - vehicle not there either.

Michelle in RAP called IG Burton in Delaware ... RAP technician said that [REDACTED] told him he was about 14 miles away from home & wanted to know if vehicle was safe to drive with SRS light on. RAP technician said he advise customer it should be OK, but to take vehicle to his authorized MB dealership immediately when he gets home.

I called customer's office - secretary gave me [REDACTED] cell phone- I left message on his cell to call me ASAP so we can determine if vehicle is at an authorized MB dealership.

10/18/2006 10:06:07 [REDACTED] 6307

I sent E mail to customer:

Dear [REDACTED]:

Thank you for your E mail.

I left you a message on your cell phone today, to please call me at your earliest convenience so that we can discuss this matter further.

Sincerely,

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

Summary Notes

10/18/2006 10:32:02 Honora Duffy 6307

E mail to Bill Coslow (cc to SPOM and also Service Manager @IG Burton , Emil):

Model 2006 E320CDI
Serial No.WDBUF26J36A [REDACTED]

Bill:

Received below E mail - customer called RAP on 10/14 for SRS light coming on - Milford Delaware's RAP Technician was paged & called customer.

Per RAP technician, [REDACTED] did not authorize tow, but wanted to know if vehicle was safe to drive as he claimed he was about 145 miles from home. RAP technician confirms he advised customer it should be OK , but to immediately bring vehicle to his normal servicing dealer when he comes home.

I called your Service Department this morning; vehicle is not there - does customer have an appointment?

Per below - I've left message on [REDACTED] cell phone to call me, but have not heard from him yet.

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

P.S. FYI - if customer calls Home Office/RAP stating SRS light is on, we do not recommend they continue driving in the event there's an accident and SRS system may not operate properly. Therefore, we are very concerned that this customer may be still driving vehicle with SRS light on.

Model 2006 E320CDI
Serial No.WDBUF26J36A [REDACTED]

Bill:

Received below E mail - customer called RAP on 10/14 for SRS light coming on - Milford Delaware's RAP Technician was paged & called customer.

Per RAP technician, [REDACTED] did not authorize tow, but wanted to know if vehicle was safe to drive as he claimed he was about 145 miles from home. RAP technician confirms he advised customer it should be OK, but to immediately bring vehicle to his normal servicing dealer when he comes home.

I called your Service Department this morning; vehicle is not there - does customer have an appointment?

Per below - I've left message on [REDACTED] cell phone to call me, but have not heard from him yet.

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

P.S. FYI - if customer calls Home Office/RAP stating SRS light is on, we do not recommend they continue driving in the event there's an accident and SRS system may not operate properly. Therefore , we are very concerned that this customer may be still driving vehicle with SRS light on.

Summary Notes

10/18/2006

16:59:51

Honora Duffy

6307

Honora:

If the client purchased the extended warranty after creating his Owners Online record the change to the warranty will not show automatically. The client can make the change in Owners using My Vehicle profile.

In this case I have made the change for him and I have also responded to him.

Ron Hellard
Critical Mass

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1636160 **Cus Ident** 10195555 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] Esq
Address [REDACTED]

Pacific Plsds CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Business

Assign Dir 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Sell Dir 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 18813 **Prod Date** 3/10/2005 **Warr Date** 7/3/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Accident/ Damage-No Referral or Action	02/27/2007 10:41:56	Honora Duffy	6307

Summary Notes

2/27/2007 10:40:53 Honora Duffy 6307

E mail to Brian Bae (cc Bryan Lima, FB, GB, GC, TB):

Brian:

Received below "cc" of letter owner's Lawyer sent to Calabasas:

[REDACTED] called CAC on 2/22 (see Sum Note 1621263) - he said nothing about personal injury claim. All he stated was that vehicle was totalled in an accident and he wanted to know if he can cancel ELW - he was guided to see dealership on cancellation policy.

Now it appears [REDACTED] is trying to file personal injury claim against Calabasas - alleging airbags failed to deploy due to service being performed to vehicle back in February 2006.

At this point, do you feel a Referral is needed so MBUSA can ask Lawyer for pictures or locaiton of vehicle so we can inspect? Or should we stay out of this?

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

P.S. Bryan: Guess we need to "flag" this car?

Summary Notes

2/27/2007

13:29:19

Honora Duffy

6307

Frank confirmed that we should get involved- I called Attorney's office & he gave me to his secretary.

I told Isela that we need to have legible pictures sent to us, as well as police/accident report & location of vehicle.

Once received, I'll forward to our technical staff - they will review & determine if physical inspection of vehicle is necessary.

Isela said she would review this with [REDACTED] - I gave her my direct E mail address to send digital photos of the accident damage if they have any.

Once I hear back from Attorney - I'll enter Referral

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2689066 Cus Ident 12295477 Legal Note Type Summary Note
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Los Angeles CA [Redacted]
Phone [Redacted] Phone Location Residence
Assign Dlr

Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110561A [Redacted] World Vin: WDBUF56JX6A [Redacted]
Mileage 31223 Prod Date 6/6/2005 Warr Date 9/22/2005 Model E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System	Airbag Inquiry	07/06/2008 21:30:30	Frank Obregon	6353

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/06/2008 21:30:38	Frank Obregon	6353

Summary Notes

7/6/2008 21:30:07 Frank Obregon 6353

Primary Phone: [Redacted]
Current Mileage: 31223
Dealer(s) involved: N/A

Situation: F/R tire hit "something" set-off F/R airbag. Owner declined tow opted to drive home against Writer's recommendation - advised on the possibly having other airbags inadvertently activated..

Action Taken:

7/6/2008 21:30:14 Frank Obregon 6353

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2657548 **Cus Ident** 41317017 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Anaheim CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X66A [REDACTED]
Mileage 26642 **Prod Date** 3/18/2005 **Warr Date** 5/3/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	06/11/2008 12:45:12	Joe Flannery	6343
	Repeat Visit for Same Issue	06/11/2008 13:58:20	Stephen Quinones	6261
	Dealer Unable to Diagnose Problem	06/11/2008 13:58:20	Stephen Quinones	6261
Vehicle Quality	Frequency of Repairs	06/11/2008 13:57:59	Stephen Quinones	6261
	Overall Dissatisfaction with Quality	06/11/2008 13:57:59	Stephen Quinones	6261
CAC Satisfaction Survey	Received	06/17/2008 16:16:34	James Dowles	4628
	Contact- satisfied	06/20/2008 10:56:29	Lois Grillo	4627

Summary Notes

6/11/2008 12:44:19 Joe Flannery 6343

Primary Phone: [REDACTED]
Current Mileage: 26642
Dealer(s) involved: 05747

Situation: Owner purchased a pre-owned 2006 CLS 55 AMG. He brought it back to the dealer for a malfunction in the transmission. Owner explained that the dealer had the car in the service dept for a month the first time. When he drove the car again he stated that the dealer was unable to repair the car properly and that the transmission was still not functioning properly. Owner stated that he was told by the service dept that an expert from Germany would be flown in to repair the car. Owner was later told that this would not be the case and that a representative from the corporate office would be in to diagnose and repair the transmission.

Owner stated that the car would be bought back and then was told that this was not the case. Owner was told the car would be fixed and returned to him the following week. Owner received the car and then reported that the SR light was on and that the gauge panel was malfunctioning. Owner is driving the car the way it is and is currently making an appointment to bring it in to have the SRS serviced.

Owner is very displeased with the service that he has received from the Laguna Niguel dealer. He stated that he has been lied to by the service advisors. He has left numerous voice mails at the dealer and has received no answer. Owner stated that this dealer doesn't want him as a customer. Owner was not pleased with the fact that he had to drive a C-class car instead of the CLS AMG that he owns. Owner stated that he would like to remain a MB customer, he just wants his car repaired properly.

Action Taken: I told the owner that I would document his concerns and have a case manager return his call

6/11/2008 13:57:53 Stephen Quinones 6261

Writer phoned SvcM Richard U. in regards to the above.

SvcM advised writer customer's vehicle has currently been at their dlr for over a month in which his SPOM Brian and TS Jim is involved with trying to repair his vehicle. SvcM advised they are currently processing to have a 2nd goodwill lease payment offered to the customer in which it will be "personally delivered to as early as today." SvcM advised they are currently attempting to address his concern in which he recommended opening up a referral if the customer makes any specific requests.

6/11/2008 14:27:17 Stephen Quinones 6261

Please See CA Referral ID- 207243

6/17/2008 16:16:30 James Dowles 4628

CAC Satisfaction Survey received - forwarded to T/L's in Tier 3 area.

6/20/2008 10:56:15 Lois Grillo 4627

6/18/2008 - agent contacted customer for follow-up. Customer issues are being addressed in ref #207243.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2842908 **Cus Ident** 43207846 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Greenwood MI [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39133 MERCEDES-BENZ OF ST. CLAIF ST. CLAIR SHOF MI
Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 27231 **Prod Date** 2/16/2005 **Warr Date** 7/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	10/22/2008 09:47:08	Joe Flannery	6343

Summary Notes

10/22/2008 09:46:44 Joe Flannery 6343

Primary Phone: [REDACTED]
 Current Mileage: 41000
 Dealer(s) involved: 39133

Situation: The owner was driving the car with his wife in the passenger seat. Owner stated the car was operating at approx 60 mph . The owner went from a paved road to a dirt road. Owner stated the air bag on the passenger side deployed suddenly. Owner stated that he did not hit anything in the road to cause it to deploy. Owner stated that after the airbag went off there was a message on the display stating "SRS Malfunction drive to workshop. "

The owner did explain that he "had taken this road before" and that this never happened . The owner did state th "I may have taken the turn off a little faster than I usually do."

Owner brought the car in for repairs and was told by a service advisor that this repair will not be covered. Owner was told to submit the bill to his insurance company for reimbursement. Owner doesn't want to submit the repair to his insurance company to prevent an increase in his premium. Owner was told by the service advisor that the information in the computer sensed a potential roll over condition and the system acted accordingly.

Action Taken: I told the owner that I would document his concerns for review by an escalation specialist.

10/22/2008 09:47:30 Joe Flannery 6343

Call back Date: 10/22/2008 time: 12:30:00

10/22/2008 13:59:38 Jenna Sussner 4667

Writer spoke with customer and opened CA referral ID 209230

10/22/2008 13:59:47 Jenna Sussner 4667

Referral Summary note rvwed By: Jenna Sussner on: 10/22/2008 : 13:59:44

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3661005 **Cus Ident** 38744214 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Downey CA [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 41368 **Prod Date** 2/22/2006 **Warr Date** 5/21/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	03/31/2010 15:42:51	Joe Flannery	6343
Customer Comments / Su	Transmission	03/31/2010 15:42:40	Joe Flannery	6343

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	03/31/2010 15:42:40	Joe Flannery	6343

Summary Notes

3/31/2010 15:42:27 Joe Flannery 6343

What did the customer say? I spoke with [REDACTED]. She recently purchased the car. Owner has the car at the dealer in Signal Hill. Owner is stating the car is out of warranty and that she is looking for post warranty consideration.

The transmission is shifting very hard. The owner was stating that she has had Hondas with much more mileage on them and never has a transmission issue. Owner is stating that she expected more from German engineering and a quality car like Mercedes.

The car was just dropped off at the dealer and the owner wants to open a case. Owner wants Mercedes to call the dealer now and find out what happened with her transmission and make arrangements so that the owner will not have to pay.

Owner also has another issue with the SRS light coming on. Owner was asking what could of failed that would cause the SRS light to come on.

What was your response? I told the owner that for Mercedes to pay for a post warranty claim the work would need to be performed. The car is still being worked on, therefore no claim can be paid on yet. I explained that warranty parts need to be sent to MBUSA for testing as well and that this will take some time.

I explained that the SRS system is too complex for me to guess at what could be the cause of the SRS warning light coming on. The dealer will need to address this as well.

I told the owner that I will document her concerns and to contact the CAC again later after repairs have been made to see if a post warranty request can be honored.

Owner wanted to know how to locate her case. I told the owner her file can be found quickly using her phone number. Owner will be in touch.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

3/31/2010 15:42:54 Joe Flannery 6343

No Escalation Required

4/6/2010 12:18:25 Michael Maglio 4696

Cust called back regarding the above explaining that she had had the vehicle repaired with no assistance offered by dlr and will be sending the bill for her "defective part" to MBUSA for review.

Writer advised that most PWA is offered at dlr, since cust spoke with dlr already writer will make a note here and send as an FYI for a CM to be aware. Cust may not send info right away

cust tell # [REDACTED]

4/6/2010 12:18:33 Michael Maglio 4696

For your information

4/6/2010 14:18:41 Jennifer Kapr 4616

Writer reviewed above FYI and close summary note. Cust is more than welcome to send information to CAC via correspondence.

4/6/2010 14:18:47 Jennifer Kapr 4616

No Further Action

Summary note rwwed By: Jennifer Kapr on: 04/06/2010 : 14:18:44

Summary Notes

4/9/2010

17:19:58

Robyn Letz

6209

414215

██████████ faxed and e-mailed a letter to the CAC. Customer is disappointed that the valve body of the vehicle required replacement so soon after "the 80,000 miles warranty".

Customer says she is outraged.

Writer called ██████████ at ██████████.

Writer explained that the MB warranty is 4 years 50,000 miles.

Writer asked customer when she bought the vehicle and how many miles it had on it. Customer couldn't remember when, but thought the vehicle had 60,000 miles on it.

Writer apologized that customer was disappointed with the vehicle and need for repairs.

Writer explained that in the future if she was a regular customer of the dealer and serviced the vehicle there, she might discuss her requests for assistance with the SvcM of MB Long Beach.

Writer explained that now that the vehicle is repaired and since the customer purchased the vehicle out of warranty and the vehicle was now 31,000 miles outside of its terms, we are unable to offer assistance.

Customer then told the writer that MB no longer stands for quality, claims she was going to buy another MB but not now. Writer again apologized for customer's disappointment.

Customer requests name and phone number of SvcM. It was provided.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 933840 **Cus Ident** 26423747 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Wilmington NC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 59229 BOB KING AUTOHAUS WILMINGTON NC

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 12000 **Prod Date** 11/23/2004 **Warr Date** 1/31/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/29/2005 13:50:19	Daniel Kleinen	6346

Summary Notes

9/29/2005 13:49:46 Daniel Kleinen 6346
 SRS light on. Owner declined tow. Owner understands ramifications of airbag failure. He will call dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 937611 **Cus Ident** 2669232 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Hillsborough CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05765 AUTOBAHN MOTORS BELMONT CA

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 12000 **Prod Date** 1/20/2005 **Warr Date** 3/12/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/08/2005 12:41:42	Daniel Kleinen	6346

Summary Notes

10/8/2005 12:40:24 Daniel Kleinen 6346
 SRS light on. Explained ramifications, offered tow, owner declined. will drive to dealer asap

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1307732 **Cus Ident** 32059424 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] **Address** [REDACTED]

Phone [REDACTED] **Phone Location** Residence
 Forest Hills NY [REDACTED]
Assign Dlr

Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Last Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J55X [REDACTED]
Mileage 18050 **Prod Date** 3/17/2005 **Warr Date** 7/7/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/21/2006 09:53:31	Daniel Kleinen	6346

Summary Notes

7/21/2006 09:53:20 Daniel Kleinen 6346

SRS light on. Writer explained to customer ramifications, (airbag non-deployment, or unexpected deployment).
 Owner declined offered tow, will drive to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1413246 **Cus Ident** 22878024 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hillsborough NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 4000 **Prod Date** 5/5/2006 **Warr Date** 6/28/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/03/2006 09:21:26	Daniel Kleinen	6346

Summary Notes

10/3/2006 09:21:07 Daniel Kleinen 6346

SRS light on . Writer advised customer of ramifications (non-airbag deployment, unexpected deployment), Writer offered tow, owner declined, she will call dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 891917 **Cus Ident** 26550289 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Staten Island NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 1969 **Prod Date** 1/21/2005 **Warr Date** 3/26/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	06/13/2005 09:30:05	Michael Reger	6383
	Overall Dissatisfaction with Quality	06/13/2005 09:30:05	Michael Reger	6383

Summary Notes

6/13/2005 09:29:53 Michael Reger 6383

The customer called in on the Tele-aid system to RAP. RAP agent Cinthia Sanchez asked the writer to speak with the customer. The writer called the customer back.

The customer alleged that her vehicle has the SRS light on and this is the second malfunction within 2 months of ownership. The customer explained that the vehicle oil level was off originally.

The customer requested a loaner vehicle for her husband when he brings the vehicle in on Wed morning. The writer left SVC Manager Glenn Gaito a v-mail with the information above.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1017723 **Cus Ident** 637550 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New Smyrna Beac FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL

Last Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J15A [REDACTED]
Mileage 5855 **Prod Date** 9/17/2004 **Warr Date** 10/14/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	12/28/2005 10:19:17	Tara Santora	6281

Summary Notes

12/28/2005 10:19:07 Tara Santora 6281

Customer called on teleaid and advised SRS light on and visit workshop warning light on - customer is 200 miles from dealer - Writer adv. this means there is an issue in restraint system and vehicle may not be safe to drive - customer declined tow and stated they understand not safe but will drive anyway.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2837873 **Cus Ident** 29657509 **Legal** **Note Type** Summary Note
Customer [Redacted] **Address** [Redacted]

Fort Lauderdale FL [Redacted]
Phone ([Redacted]) **Phone Location** Residence

Assign Dlr

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [Redacted] **World Vin:** WDBUF56JX6A [Redacted]
Mileage 41967 **Prod Date** 7/1/2005 **Warr Date** 11/1/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	10/18/2008 09:37:27	Tara Santora	6281

Summary Notes

10/18/2008 09:37:18 Tara Santora 6281

Primary Phone: [Redacted]
 Current Mileage: 41967
 Dealer(s) involved: N/A

Situation: Cust stated there are 2 warning lights on dash - display malfunction and srs light and wants to know what to do.

Action Taken: Writer adv. that veh should go to dlr as veh is indicating a possible issue with safety restraint system. Writer offered tow - Cust declined.

10/18/2008 09:37:19 Tara Santora 6281

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3029483 **Cus Ident** 9266646 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Boston MA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 50107 HOLLOWAY AUTOMOTIVE GREENLAND NH
Last Sell Dlr 50107 HOLLOWAY AUTOMOTIVE GREENLAND NH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 9264 **Prod Date** 3/7/2005 **Warr Date** 4/28/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	02/21/2009 13:08:59	Tara Santora	6281

Summary Notes

2/21/2009 13:03:17 Tara Santora 6281

Primary Phone: [REDACTED]
 Current Mileage: 9264
 Dealer(s) involved: N/A

Situation: Cust stated her SRS light came on and wants to know if it is safe to drive vehicle.

Action Taken: Writer adv. SRS is the safety restraint system and offered to arrange tow. Cust stated she is very far from a dlr in NH and would prefer to drive veh home - Writer adv. the safety restraint system may not operate the event of an accident and again suggested tow - Cust declined, stating she will "take the chance." Writer adv. Cust changes her mind at any time to call back to arrange tow.

2/21/2009 13:03:18 Tara Santora 6281

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3368262 **Cus Ident** 11193315 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mendon MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 36122 FOREIGN MOTORS WEST, INC. NATICK MA

Last Sell Dlr 36122 FOREIGN MOTORS WEST, INC. NATICK MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 23635 **Prod Date** 11/8/2005 **Warr Date** 1/25/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/20/2009 13:32:37	Richard Schneider	6359

Summary Notes

9/20/2009 13:32:27 [REDACTED] 6359

Primary Phone: [REDACTED]
 Current Mileage: 23635
 Dealer(s) involved: N/A

Situation: [REDACTED] stated the SRS light came on.

Action Taken: Writer advised and offered tow but [REDACTED] stated he will visit the dealer tomorrow to have it looked at.

9/20/2009 13:32:39 [REDACTED] 6359

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3468837 **Cus Ident** 13912615 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oakland CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05641 MERCEDES-BENZ OF PLEASANTON PLEASANTON CA
Last Sell Dlr 05641 MERCEDES-BENZ OF PLEASANTON PLEASANTON CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70JX5A [REDACTED]
Mileage 27526 **Prod Date** 6/8/2004 **Warr Date** 8/17/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/26/2009 15:10:58	Richard Schneider	6359

Summary Notes

11/26/2009 15:10:46 [REDACTED] 6359
 What did the customer say?
 Customer stated SRS light is on, "restraint system defective" message is displayed.
 What was your response?
 Writer offered tow , customer declined.
 11/26/2009 15:11:00 [REDACTED] 6359
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1234228 **Cus Ident** 696444 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntington Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X16A [REDACTED]
Mileage 11000 **Prod Date** 1/28/2005 **Warr Date** 3/15/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	06/01/2006 08:45:14	Nancy Passamano	6300

Summary Notes

6/1/2006 08:44:38 Nancy Passamano 6300
 SRS light on suggested vehicle be towed to dealer, customer declined

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1805812 **Cus Ident** 42370527 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bloomfield MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI
Sell Dlr 39100 GRAND BLANC MOTORCARS, L GRAND BLANC MI
Last Sell Dlr 39100 GRAND BLANC MOTORCARS, L GRAND BLANC MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J46X [REDACTED]
Mileage 11327 **Prod Date** 4/11/2006 **Warr Date** 6/29/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/22/2007 11:59:39	Theresa Mc Carthy	4601

Summary Notes

6/22/2007 11:59:25 Theresa Mc Carthy 4601

Customer called CAC requesting a free service for the issues he has with his vehicle. Customer claims his SRS light has come on and he has to take off work to have the issue address. Customer stated the vehicle is defectiv and feels MB should offer free service based on the fact that he has to continually go to the dealer.

Writer advised customer the service manager at the dealership would be in the best position to discuss his request. Writer noted there has only been the MB first service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2119863 **Cus Ident** 26245432 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Silver Spring MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Last Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 19530 **Prod Date** 11/10/2004 **Warr Date** 3/26/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Customer Alleges Discrimination	01/28/2008 09:40:18	Theresa Mc Carthy	4601

Summary Notes

1/28/2008 09:37:24 Theresa Mc Carthy 4601

[REDACTED] called the CAC and claims he had a brake fluid light on and brought vehicle to the dealership to address and was advised to have brake pads changed which he did. He claims since brake pads were changed the brakes are allegedly squealing. He claims he brought vehicle back to dealer where he claims the attempted 1 repair alleged brake squeal. He claims the SRS light is on and he brought vehicle to Euro Motorcars in German and he claims he was advised the brakes were not done properly.

Writer called and spoke with Service Director, Dave Sullivan, who stated he would contact the Service Director at other dealership.

Writer advised customer and suggested he speak with the Service Manager at Euro.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2709080 **Cus Ident** 31681635 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pinecrest FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr 14135 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 6622 **Prod Date** 1/17/2006 **Warr Date** 4/21/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
MB Financial	MBF Issue	07/22/2008 11:11:37	Theresa Mc Carthy	4601

Summary Notes

7/22/2008 11:10:59 Theresa Mc Carthy 4601

e-mail received:

Comments:

I want to speak with someone to dispute a recent charge on my lease ending inspection. Not only am I immensel disappointed with my E350 which I've had for 27 months, I've hardly driven it , and it's been in the shop more tha 8 times for various reasons and constant problems. I thought I had a lemon, yet the mechanics told me this was normal. Is it also normal that I have paid thousands in miscellaneous repair costs that should be covered under warranty? I hope not. There is a constant SRS light, and other inspection lights that come on in the car, and HAV NEVER BEEN FIXED. The car always indicated that something is wrong, my mechanic told me to disregard this light, which I've done. Now that my lease is over, not only did the inspector tell me I have to pay in excess of \$300 because it says my car was due for service, but I have to pay a \$600 disposition fee. Normally this would be acceptable, but given my frustration with this car, I would appreciate waived final expenses.

7/22/2008 11:11:00 Theresa Mc Carthy 4601

No Escalation Required

7/22/2008 11:14:07 Theresa Mc Carthy 4601

Writer called [REDACTED] and spoke with [REDACTED] who stated she was previously advised to contact MBF regarding the charges. She stated they are still negotiating with MB and other dealers for a new vehicle. She stated she will contact MBF when things are finalized.

Writer provided phone number for MBF.

Customer thanked writer for follow up.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3200464 **Cus Ident** 41030496 **Legal** **Note Type** Summary Note
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Scottsdale AZ [Redacted]

Phone [Redacted] **Phone Location** Residence
Assign Dlr 22115 MERCEDES-BENZ OF NAPERVI NAPERVILLE IL
Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [Redacted] **World Vin:** WDBUF56J96A [Redacted]
Mileage 42653 **Prod Date** 4/26/2005 **Warr Date** 6/27/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/12/2009 14:46:43	Theresa Mc Carthy	4601

Summary Notes

6/12/2009 14:46:09 Theresa Mc Carthy 4601
Primary Phone: [Redacted]
Current Mileage: 42653
Dealer(s) involved: 03703

Situation: Service Manager Mike Pratt called the CAC to update customer file. He stated customer brought vehicle to MB of Naperville, IL where they agreed to Goodwill Repair to replace the SRS control Unit and Wiring Harness. Due to time restraint customer was unable to have repairs completed at MB of Naperville and the vehicle is now at Phoenix Motor Company to have repairs completed. Service Manager, Mike Pratt stated that h has contacted his SPOM Ed Connor and they have declined to participate in this repair. He stated it seems that soda pop has been spilled on control and this is not a warranty repair.

Action Taken: Writer advised Service Manager his comments would be noted.

6/12/2009 14:46:48 Theresa Mc Carthy 4601
No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3394065 **Cus Ident** 33756968 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Address** [REDACTED] **Phone** [REDACTED] **Phone Location** Residence JR.

Furlong PA [REDACTED] **Phone** [REDACTED] **Phone Location** Residence
Assign Dlr **Sell Dlr** 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA
Last Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J36X [REDACTED]
Mileage 32222 **Prod Date** 11/11/2005 **Warr Date** 9/14/2006 **Model** E500W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	10/07/2009 10:11:00	Theresa Mc Carthy	4601

Summary Notes

10/7/2009 10:09:40 Theresa Mc Carthy 4601

Primary Phone: [REDACTED]
 Current Mileage: 32222

Situation: [REDACTED] called the CAC via tele aid and stated he is on his way to the dealership and needed additional information on call he received about a defective airbag.

Action Taken: Writer transferred customer to Charlotte at ATX Response Center.

10/7/2009 10:11:03 Theresa Mc Carthy 4601

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3491336 **Cus Ident** 23707599 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fort Worth TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75568 PARK PLACE MOTORCARS DALLAS TX
Sell Dlr 75118 PARK PLACE MOTORCARS MID BEDFORD TX
Last Sell Dlr 75118 PARK PLACE MOTORCARS MID BEDFORD TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 54471 **Prod Date** 8/16/2004 **Warr Date** 9/10/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Seatbelt Inquiry	12/11/2009 12:30:44	Theresa Mc Carthy	4601
Warranty	Extended Limited Warranty Inquiry	02/22/2010 17:05:26	Maureen Didomenico	6256
Vehicle Information Inquir	Future Model Inquiry	01/12/2010 14:38:52	Sadik Mujovic	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/11/2009 12:30:37	Theresa Mc Carthy	4601

Summary Notes

12/11/2009 12:30:28 Theresa Mc Carthy 4601

What did the customer say?

██████████ called the CAC and stated that his wife was in an accident on Sunday November 29. He stated the vehicle was taken to Park Place Collision Facility and was totaled by his insurance company. He stated that the vehicle is currently at the dealership but he released the vehicle yesterday to the insurance company.

██████████ stated that the airbags or the seatbelts did not deploy. He stated the Service Advisor Mark Waugh advised him that the rear seat belts should have deployed and didn't.

██████████ stated that his wife hit the rearview mirror, bruise on her head, has bruises on her knees and may have a broke her hand but she has not gone to a doctor.

██████████ stated that a vehicle hit his wife's vehicle at a 90 degree angle, the driver's side headlight and the vehicle spun around 360 degrees and hit the other side. He stated the vehicle crumbled in all the right places but he is puzzled about the seat belts.

Customer stated he will be sending pictures (writer provided e-mail , mailmaster@mbusa.com)

What was your response?

Writer advised customer that his comments would be documented and forwarded to a Case Manager for follow up.

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer to allow 24 hours for follow up.

Customer's preferred callback date/time (by Time Zone): Central

Customer's preferred callback number: Customer can be reached on his cell phone at ██████████.

12/11/2009 12:30:50 Theresa Mc Carthy 4601

Call back Date: 12/11/2009 time: 1:15 PM CST

12/14/2009 13:41:23 Mariano Carbajal 7855

Referral

Summary note rwwed By: Mariano Carbajal on: 12/14/2009 : 13:41:27

1/12/2010 14:38:44 Sadik Mujovic 4620

██████████ called for the above and stated he was out of the country but now is back in the U.S and would like a call back. Customer also inquired to know about the 2010 E-Class Diesel and the availability date.

Writer advised will forward call back request to the appropriate parties. Writer also advised that there is currently no date for the release of a 2010 E-Class Diesel.

Customer would like a call back within a 24 hour period at ██████████.

1/12/2010 14:38:56 Sadik Mujovic 4620

Call back Date: 01/12/2010 time: 3:15 PM CST

1/12/2010 17:18:08 Jennifer Burton 7843

Writer left VM for ██████████ at ██████████ providing 800#/ext.

1/12/2010 17:18:14 Jennifer Burton 7843

Additional call required Date: 01/12/2010 time: 6:00 PM EST

1/12/2010 17:18:28 Jennifer Burton 7843

Referral

Please see referral. Summary note rwwed By: Jennifer Burton on: 01/12/2010 : 17:18:34

2/22/2010 17:05:07 Maureen Didomenicc 6256

██████████ called asking for ETA on 2011 E-diesel. Customer also asking about elw pricing. Writer provided ballpark figures for customer, about pre-owned veh is considering purchasing.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3518160 **Cus Ident** 12377849 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cupertino CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 39000 **Prod Date** 10/10/2005 **Warr Date** 11/21/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/29/2009 12:20:06	Theresa Mc Carthy	4601
Warranty	Post Warranty Consideration Request	12/29/2009 12:20:00	Theresa Mc Carthy	4601

Summary Notes

12/29/2009 12:19:53 Theresa Mc Carthy 4601

What did the customer say?

[REDACTED] called the CAC and stated that his SRS light is on. He stated that his warranty expired on 11/20/2009 and he was advised that the diagnostic would be \$170.

What was your response?

Writer advised customer that any request for post warranty consideration is review on a case by case basis. Writer advised customer that his request for assistance would be forwarded to a Case Manager for follow up.

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer to allow 24 hours for follow up.

Customer's preferred callback date/time (by Time Zone): Pacific

Customer's preferred callback number: Customer can be reached on his cell phone at [REDACTED]

12/29/2009 12:20:11 Theresa Mc Carthy 4601

Call back Date: 12/29/2009 time: 1:00 PM PST

12/29/2009 19:07:38 Jennifer Kapr 4616

Writer attempted to contact [REDACTED] on [REDACTED] and left detailed VM. Writer advised that a diagnostic fee is a dlr labor charge that MBUSA is unable to cover. Writer recommended that cust speak with SvcM of dlr, Rob , directly as the dlr sets their own diagnostic and labor charges. Writer advised that once the vehicle has been diagnosed the concern can be evaluated for possible PWA however the diagnostic would first need to be done. Writer left ext in the event that further assistance is needed.

Summary Notes

12/29/2009 19:07:58 Jennifer Kapr 4616

Additional call required Date: 12/29/2009 time: 7:25 PM EST

12/30/2009 21:04:02 Jennifer Kapr 4616

Writer attempted to contact [REDACTED] once more on [REDACTED] and left additional detailed VM.

12/30/2009 21:04:20 Jennifer Kapr 4616

No Further Action

Summary note rwwed By: Jennifer Kapr on: 12/30/2009 : 21:04:13

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3535234 **Cus Ident** 35611456 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Houston TX [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX
Last Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J25A [REDACTED] -
Mileage 26906 **Prod Date** 11/4/2004 **Warr Date** 8/13/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	01/09/2010 15:08:25	Theresa Mc Carthy	4601

Summary Notes

1/9/2010 15:08:15 Theresa Mc Carthy 4601

What did the customer say?
 [REDACTED] called the CAC and stated that the SRS light came on but went off and hasn't come back on.

What was your response?
 Writer advised customer of SRS light and advised if light comes on and stays on we recommend vehicle be towed.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:
 1/9/2010 15:08:27 Theresa Mc Carthy 4601

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3009883 **Cus Ident** 7888611 **Legal**
Customer ██████████ ██████████ ██████████
Address ██████████

Note Type Summary Note

Pepper Pike

OH ██████████

Phone (██████████)

Phone Location Residence

Assign Dlr

Sell Dlr

Last Sell Dlr

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2112821X ██████████	World Vin: WDBUH82J15X ██████████
Mileage 49997	Prod Date 5/6/2004 Warr Date 11/30/2004 Model E320S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/10/2009 08:24:52	Orlando Diaz	6266

Summary Notes

2/10/2009 08:24:44 Orlando Diaz 6266

Primary Phone: ██████████
 Current Mileage: 49997
 Dealer(s) involved: N/A

Situation: SRS indicator flashing on/off, vehicle returned to customer from a collision shop

Action Taken: customer advised to have the vehicle serviced ASAP

2/10/2009 08:24:45 Orlando Diaz 6266

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3439812 **Cus Ident** 33716128 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Sylmar CA [REDACTED]
Phone [REDACTED] **Phone Location** Mobile
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 60471 **Prod Date** 2/23/2005 **Warr Date** 4/21/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/06/2009 12:09:15	Orlando Diaz	6266

Summary Notes

11/6/2009 12:09:03 Orlando Diaz 6266

What did the customer say? [REDACTED] stated the SRS indicator is on and the passenger seat back rest indicator is also on.

What was your response? Writer advised owner to service his vehicle ASAP - we can assist with arranging a tow. Seat control module is likely defective & dealer service is recommended.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

11/6/2009 12:09:20 Orlando Diaz 6266

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 872855 **Cus Ident** 25573947 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Somerset PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 68206 BUD SMAIL MOTORCARS, LTD. GREENSBURG PA
Sell Dlr 68206 BUD SMAIL MOTORCARS, LTD. GREENSBURG PA
Last Sell Dlr 68206 BUD SMAIL MOTORCARS, LTD. GREENSBURG PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J45X [REDACTED]
Mileage 7265 **Prod Date** 9/9/2004 **Warr Date** 10/25/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	04/25/2005 09:17:17	Suzanne Kuhn	6380
	Repeat Visit for Same Issue	04/25/2005 09:17:17	Suzanne Kuhn	6380
Vehicle Quality	Frequency of Repairs	04/25/2005 09:16:28	Suzanne Kuhn	6380
	Poor Design of Component(s)	04/25/2005 09:16:28	Suzanne Kuhn	6380
	Overall Dissatisfaction with Quality	04/25/2005 09:16:28	Suzanne Kuhn	6380
Service / Repairs	Repeat Repairs on Same Component	04/25/2005 09:19:01	Suzanne Kuhn	6380
	Vehicle To Dealer Within First 90 Days	04/25/2005 09:19:01	Suzanne Kuhn	6380
Customer File Maintenance	Mileage Update	04/25/2005 09:16:06	Suzanne Kuhn	6380
Survey Inquiries	Inbound Call - No Survey	04/25/2005 09:15:06	Suzanne Kuhn	6380

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/25/2005 09:15:24	Suzanne Kuhn	6380
Air Bags	Airbag	04/25/2005 09:15:50	Suzanne Kuhn	6380

Summary Notes

4/25/2005

09:14:59

Suzanne Kuhn

6380

Customer called CAC stating that he would like to know Mercedes-Benz policy on replacing vehicles with continuous repair issues. Writer advised that if any defect is found within the vehicle, we will make any repair or adjustments that are necessary under the terms of the Limited New Vehicle Warranty.

Customer alleges he feels as though he may have a "Lemon" having repairs over the course of the 6 months he has owned the vehicle = at least 5 visits for repairs on electrical components including;

- replaced Navigation system two times
- SRS replaced one time
- electrical problem with trunk

Customer alleges that he is now getting warning lights on the SRS once again.

Customer stated that he is "embarrassed, frustrated and tired of going back and forth the dealer" which is a 50 minute drive from his home.

Customer stated he already expressed these concerns with the Service Manager, however has not received a call back from anyone in one week. He is requesting assistance from a Mercedes-Benz representative to discuss returning this vehicle.

Writer advised that I will forward his concerns to the appropriate parties and invited him to call back should he wish to follow up with us, or make additional comments

Current Mileage - 7,265.

Forwarded to TL folder for NTMT and follow up.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944922 **Cus Ident** 26459970 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Roslyn NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J45X [REDACTED] .
Mileage 10000 **Prod Date** 12/16/2004 **Warr Date** 2/15/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	10/28/2005 20:42:28	Suzanne Kuhn	6380

Summary Notes

10/28/2005 20:41:54 Suzanne Kuhn 6380

Tele-aid incident# 15679789 - customer called regarding SRS light - declined tow - one mile from home - she stated that she will call dealer on Monday morning. Writer strongly advised customer not to drive vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1089173 **Cus Ident** 19737788 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Elk Grove CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05643 BERBERIAN EUROPEAN MOTO STOCKTON CA
Last Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 5000 **Prod Date** 3/3/2005 **Warr Date** 7/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	02/20/2006 13:11:58	Suzanne Kuhn	6380

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/20/2006 13:12:11	Suzanne Kuhn	6380
Air Bags	Airbag	02/20/2006 13:12:17	Suzanne Kuhn	6380

Summary Notes

2/20/2006 13:11:02 Suzanne Kuhn 6380

Customer called stating his SRS light came on suggesting he drive to workshop. Customer stated he was right near MB of Monterey and drove vehicle there, however the service dept. is closed. Writer advised customer to leave vehicle at dealership, as we do not recommend he drive it. Customer stated that he is on vacation and was heading home today. Writer advised customer to inform sales manager that he will be leaving vehicle there for the service dept. to inspect tomorrow. Also, since his vehicle is under the Limited New Vehicle Warranty, he is covered for trip interruption. Writer advised customer to save his receipts for food, lodging and car rental, and when vehicle is repaired, he may submit the receipts to his selling dealer 05643 for up to \$300.00 per day for up to three days without his vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1463674 **Cus Ident** 33408015 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Arlington VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA
Last Sell Dlr 67207 MERCEDES-BENZ OF LANCASTER LANCASTER PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J16A [REDACTED]
Mileage 1000 **Prod Date** 3/23/2006 **Warr Date** 7/31/2006 **Model** E320CD 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/08/2006 14:46:25	Susan Aviles	6257

Summary Notes

11/8/2006 14:45:55 Susan Aviles 6257

customer at airport. SRS light on. writer advised customer car needs to be towed. danger of either airbags not deploying, or they could deploy. customer in a hurry to catch plane asked if we could tow and leave a loaner. writer advised customer that he would have to leave keys, he could ask dealership for loaner car (we do not arrange loaners), or we could call ATX Concierge for a rental at his cost and he could submit rental cost for possible reimbursement. customer did not have time to take care of this now and could not leave keys. also advised customer we could not pay for car to get out of parking garage. customer said forget it, i will take care of it when i get back. ended call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924544 **Cus Ident** 45892366 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Yorktown Heights NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75126 Emp Leases - DCFS Trust MBUS.

Last Sell Dlr 34205 MERCEDES-BENZ OF HAGERS HAGERSTOWN MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 32 **Prod Date** 6/15/2005 **Warr Date** 8/24/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	09/04/2005 22:01:12	Mike Siracusa	6326
	Declined Tow - SRS Light On	09/04/2005 22:01:17	Mike Siracusa	6326

Summary Notes

9/4/2005 22:00:53 Mike Siracusa 6326

Client contacted RAP via teleiad, due to SRS lite. Writer advised of tow, cust far from home, unable to tow at this time...will take to dealer when returned to hhome location.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1208391 **Cus Ident** 10424129 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Potomac MD [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J16X [REDACTED]
Mileage 8000 **Prod Date** 12/7/2005 **Warr Date** 2/16/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/13/2006 20:14:01	Mike Siracusa	6326

Summary Notes

5/13/2006 20:13:31 Mike Siracusa 6326
 SRS light- cust declined tow when offerd stating he will contact his dealer Monday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 879260 **Cus Ident** 26496334 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Last Sell Dlr 05138 MERCEDES-BENZ OF EL DORA EL DORADO HIL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 2565 **Prod Date** 1/26/2005 **Warr Date** 3/4/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	05/09/2005 17:20:12	Joseph Vitale	4613

Summary Notes

5/9/2005 17:20:01 Joseph Vitale 4613

Customer reports that her SRS malfunction light is on. Writer offered the customer a tow, but the customer chose to continue driving. Customer will contact her dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 905160 **Cus Ident** 26581450 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL
Last Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 931 **Prod Date** 1/27/2005 **Warr Date** 4/8/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	07/18/2005 17:21:59	Joseph Vitale	4613

Summary Notes

7/18/2005 17:21:42 Joseph Vitale 4613
 SRS light on in customer's 2006 E320. She will drive to the dealer. A tow was offered.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916655 **Cus Ident** 6021280 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Doral FL [REDACTED] **Residence**
Assign Dlr

Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Last Sell Dlr 14147 MERCEDES-BENZ OF CUTLER | CUTLER BAY FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 1 **Prod Date** 3/17/2005 **Warr Date** 6/22/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	08/15/2005 17:40:50	Joseph Vitale	4613

Summary Notes

8/15/2005 17:40:42 Joseph Vitale 4613

Customer's SRS light is on. Customer was offered a tow but chose to continue to drive to it. She will contact the dealership tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 846308 **Cus Ident** 12320960 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Danville VA [REDACTED]
Phone [REDACTED] 5482 **Phone Location** Business
Assign Dlr 03706 MERCEDES-BENZ OF TUCSON TUCSON AZ
Sell Dlr 85220 UNIVERSITY MOTORS LTD. MORGANTOWN WV

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 3233 **Prod Date** 9/2/2004 **Warr Date** 1/5/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	02/24/2005 14:33:32	James Blasie	4620

Summary Notes

2/24/2005 14:33:27 James Blasie 4620

Charles Vanaman, Service Director at 85220 stated he was calling on behalf of their customer, L. Akers, who is in AZ.

He stated customer's vehicle has been at AZ dealership for multiple weeks for SRS issue, that customer has asked for contact from MB about svc and repair.

Writer contacted customer and he alleged that vehicle has been at dealership for two weeks, waiting for part, that dealer advised wrong part was initially ordered, then no contact from dealer as to repair status.

Customer stated he attempted to contact svc mgr but was advised he was out for training - customer requested MB assistance in having issue resolved. Customer stated he needs vehicle as he is returning to VA next week 3/

Writer apologized for any inconvenience and advised customer he would contact dealership and request contact with customer on repair status.

Writer contacted Nathan in svc - he confirmed that svc mgr was out for training, he stated he would ask svc tech (Evan Stark) who is working on vehicle to contact customer - he also provided writer with part information (21191072929D16 cover), they had ETA of 2/24 for part.

Writer checked with PAC who tracked part and advised it was shipped 2/21 and delivered 2/23.

Writer contacted Nathan and he stated he would have Evan check on part and then contact customer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 888264 **Cus Ident** 26299976 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Clawson MI [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39121 MERCEDES-BENZ OF ROCHESTER ROCHESTER MI
Sell Dlr 39121 MERCEDES-BENZ OF ROCHESTER ROCHESTER MI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 6430 **Prod Date** 11/2/2004 **Warr Date** 12/16/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	New Vehicle Limited Warranty Inquiry	06/02/2005 11:12:11	James Blasié	4620

Summary Notes

6/2/2005 11:12:01 James Blasié 4620

Customer called in to inquire about warranty coverage - she stated she had installed a wiring harness on her vehicle for towing - (vehicle is a sedan) - and inquired if warranty would be voided. Writer advised if repair issue was caused by installation of such, then that part of warranty related to repair would be voided. Customer then stated she was at dealership for "svc" and dealer advised that they would charge her for svc to SRS light issue due to wiring harness installation. She requested writer to put response in writing - writer advised customer to speak to svc mgr who is in best position to address issue - that if she put her request in writing to CAC, she would receive response.

Writer contacted svc mgr Kevin Derby who advised that he has spoken to customer and her spouse about installation of after market wiring harness - he also advised them that SRS issue is related to wiring harness, that vehicle has other electrical issues also:
 codes read fault (resistance issue) for driver side air bag, tail lights an control for suspension in rear, fault in air bag, that wiring harness may have caused damage to SAM unit.
 He stated they have also been in contact with MB TAC who advised that wiring harness cannot be installed in American version vehicles.
 (CAC Technical Coordinator advised that towing is not recommended for any MB vehicle other than M & G class

Svc mgr stated he did advise customer they can remove harness to do proper diagnosis on vehicle but it would be at her cost.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1070402 **Cus Ident** 29725436 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Randolph NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ
Sell Dlr

Last Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J35X [REDACTED] -
Mileage 420 **Prod Date** 11/17/2004 **Warr Date** 10/31/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	02/06/2006 12:13:12	James Blasia	4620
Dealer Parts	Part(s) not Available	02/06/2006 12:13:06	James Blasia	4620

Summary Notes

2/6/2006 12:12:56 James Blasia 4620

Customer alleged that vehicle has SRS light on for 1 month, that dealer had part on back order and advised her vehicle is safe to drive - she stated she has to call dealer for part's status, no one calls her.

Writer apologized for any inconvenience, advised customer that MB does not recommend vehicle be driven with SRS light on; also, that he would look into matter - writer contacted assistant service manager Andy Mussarra who advised repair kit was in and customer may call for appointment

Writer called back customer and advised she call dealer to schedule service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1071118 **Cus Ident** 29085890 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Address** [REDACTED]

Hoboken

NJ [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence

Assign Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Last Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 9280 **Prod Date** 3/9/2005 **Warr Date** 7/29/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Dealer Faults MB / Product	02/06/2006 16:48:47	James Blasia	4620
	Dealership Did Not Appreciate Customer	02/06/2006 16:48:47	James Blasia	4620

Summary Notes

2/6/2006 16:48:13 James Blasia 4620

Customer alleged poor service from dealership - that "they are non-responsive , not helpful" when needed. She stated she has brought vehicle in 4x for service - 1st for the 1st service at 2500 mils; then had low oil light ar dealer did add 2 quarts at no cost; then she had no acceleration on vehicle. customer stated she had to discuss issue with service manger for 1/2 hour before she got immediate appointmer and loaner.

Customer stated the SRS light went on, dealer advised her to come in, they would disconnect airbag and then sh could come back for repair; that MB "knows about" issue and will not repair it until light goes on.) Customer stated vehicle has been repaired.

Writer apologized for any inconvenience, advised customer that her comments could be noted and shared appropriately.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1251244 **Cus Ident** 11166468 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chestnut Hill MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA
Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Last Sell Dlr**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 6458 **Prod Date** 12/20/2004 **Warr Date** 4/8/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	06/12/2006 15:54:18	James Blasia	4620

Summary Notes

6/12/2006 15:54:02 James Blasia 4620

Customer stated his vehicle has been at dealership for 2 weeks, originally brought in for SBC recall issue/letter h received.

He stated dealer advised him part ("harness") needed to be ordered from Germany, no ETA on part.

Customer stated dealer did provide C class loaner but due to health issues, it is difficult for him to drive.

Request for parts assistance submitted.

6/15/2006 11:46:52 Robyn Letz 6209

From PAC:
part 0054318112, ETA 07/04

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1315249 **Cus Ident** 16752064 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Florence AL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 01329 MERCEDES-BENZ OF HUNTSVI HUNTSVILLE AL
Sell Dir
Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 3905 **Prod Date** 2/28/2005 **Warr Date** 9/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	07/26/2006 10:57:44	James Blasie	4620

Summary Notes

7/26/2006 10:57:36 James Blasie 4620

Customer stated he purchased damaged vehicle, repaired it himself - that SRS light would not go out. He stated he brought vehicle to dealership who replaced battery, seat track assembly (advised him related to SR issue), and light stayed on.
 Customer stated dealer advised him they did not know cause of issue, would need to take vehicle apart - customer declined further work , took vehicle on trip, went to Crown and they repaired issue in "10 minutes" (re-programmed airbag module).
 Crown also advised customer that module needed to be re-programmed first in order to diagnosis any issue with SRS light.
 Customer advised he called svc manager at Huntsville, manager advised him tech who worked on vehicle had 22 years experience - no offer of accommodation made.
 Customer was cordial, courteous throughout conversation - he stated his disappointment with dealer's response, may take matter further with dealership management.
 Writer apologized for any inconvenience, advised customer that dealership is independently owned and operated responsible for own day to day activities and actions of staff, that his comments would be noted and shared with dealership and MB field staff.
 NTMT

7/26/2006 13:27:39 James Blasie 4620

SPOM shared information from svc mgr:
 MARK CALDWELL WORKED ON THIS VECH AND PETE INSTALLED SEAT FRAME, VECH WOULD NOT PROGRAM DUE TO SEAT FRAME BEING SLIGHTLY WARPPED. WE COULD NOT GET THE CONTROL UNI TO PROGRAM WITH 2 DIFFERENT SHOP COMPUTERS. THERE IS ABOUT 4 WEEKS LAG TIME BETWEEN OUR VISIT AND HIS VISIT TO CROWN. HE SAID HE DID NOT ATTEMPT TO REPAIR ANYTHING BETWEEN VISITS. HE OWNS HIS OWN BODY SHOP. HE HAD TO REPLACE THE B PILLAR ON PASS SIDE AND WE REPLACED THE SEAT FRAME ON PASS FRONT.
 THANKS
 JOEY TIBBS

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1140010 **Cus Ident** 23733759 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Westfield NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 52101 MILLENNIUM AUTOMOTIVE GROUP BRIDGEWATER NJ
Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GROUP BRIDGEWATER NJ
Last Sell Dlr 67294 KEENAN MOTORS DOYLESTOWN PA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J55X [REDACTED]
Mileage 8875 **Prod Date** 12/3/2004 **Warr Date** 4/7/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	03/28/2006 10:39:19	Regina Latourette	4610
Roadside	Declined Tow - SRS Light On	03/28/2006 10:38:44	Regina Latourette	4610
Service / Repairs	Repeat Repairs on Same Component	03/28/2006 10:39:05	Regina Latourette	4610

Summary Notes

3/28/2006 10:38:30 Regina Latourette 4610

Customer called in via TeleAid and stated her SRS light came on. Writer offered to arrange tow - customer declined. Customer stated that she has had vehicle serviced twice for same issue and is concerned that issue has reoccurred. Customer stated that she will contact dealership since she needs to arrange alternate transportation. Writer advised customer to follow up with the service mgr and noted that her concerns would be documented and shared with the appropriate parties.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1333341 **Cus Ident** 4247757 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Westport CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Last Sell Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J55X [REDACTED]
Mileage 15045 **Prod Date** 2/18/2005 **Warr Date** 3/31/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	08/07/2006 14:24:30	Gregg Mault	6350
	Poor Design of Component(s)	08/07/2006 14:24:30	Gregg Mault	6350

Summary Notes

8/7/2006

14:24:15

Gregg Mault

6350

[REDACTED]

Thank you for your internet message. We are sorry to learn of your dissatisfaction with your vehicle. The dealer is in the best position to evaluate this matter. If the dealership is needing technical advice/assistance they could obtain same via our regional field staff.

Gregg Mault
Customer Relations
201-476-6350

----- Forwarded by Gregg Mault/171/DCAG/DCX on 08/07/2006 02:20 PM -----

[REDACTED]
08/06/2006 09:48 PM

To: mailmaster@mbusa.com

cc:

Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ)From: hizeidman@optonline.net

To: mailmaster@mbusa.com

*** Customer Assistance ***

The following person has filled out the Customer Assistance Form on www.MBUSA.com.

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Westport

State: CT

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: My SRS light is on. My car was purchased in the Spring of 2005 and this is the second time that this has happened. The last time was January of 2006. Can you please tell me what can be done so that a permanent fix is made to my car and I don't have to deal with this issue again? Thank you.

Survey Information:

Day Phone Number: (203) 984-9562 ext:

Evening Phone Number: (203) 226-7134 ext:

Preferred number: Work

Preferred time to call:

Fax: (212)954-5466

VIN Number: WDBUF83J55X [REDACTED]

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Summary Note Information

Mercedes Benz of U.S.A

Note ID 1563477 **Cus Ident** 25281799 **Legal** **Note Type** Summary Note
Customer ██████████
Address ██████████

Commack **NY** ██████████
Phone ██████████ **Phone Location** Residence
Assign Dlr
Sell Dlr 56106 **HELMS BROS., INC.** **BAYSIDE** **NY**
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A ██████████ **World Vin:** WDBUF65J95A ██████████
Mileage 12141 **Prod Date** 7/15/2004 **Warr Date** 9/8/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	01/19/2007 19:28:25	John Doyle	6283

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/19/2007 19:28:32	John Doyle	6283

Summary Notes

1/19/2007 19:28:07 John Doyle 6283
 cust called in viginia has srs light advised must tow to a dlr cust declined is away from home for a wedding tomorrow

Summary Note Information

Mercedes Benz of U.S.A

Note ID 883956 **Cus Ident** 24976843 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Perth Amboy NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ
Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J55A [REDACTED]
Mileage 21129 **Prod Date** 3/31/2004 **Warr Date** 5/31/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	05/20/2005 11:12:26	Anna Peet	6305

Summary Notes

5/20/2005 11:12:16 Anna Peet 6305

Contacted customer in prior SN# 883953. She states that vehicle has been in for service 4 or 5x. States that there was a crack in the Turbo Engine where the hose was attached. States she was told this had never been seen by dealer before. States that vehicle was in for over 1 week. Also states that vehicle was in 2x for malfunction of "airbag off" light and weight balancing in seat. Also in for seat memory. She states that ALL items are now fixed. Writer adv her that we would document her concerns.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1574125 **Cus Ident** 27319255 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

 Chappaqua NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY
Last Sell Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]
Mileage 8000 **Prod Date** 2/14/2005 **Warr Date** 4/23/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	01/27/2007 13:58:13	Anna Peet	6305

Summary Notes

1/27/2007 13:58:04 Anna Peet 6305

Customer called on incident # 18024589. SRS Light on Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3657457 **Cus Ident** 33342228 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Visalia CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05141 MERCEDES-BENZ OF FRESNO FRESNO CA
Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Last Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J26A [REDACTED]
Mileage 71040 **Prod Date** 7/26/2005 **Warr Date** 7/13/2006 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	04/16/2010 13:27:09	Anna Peet	6305
	Dealer Unable to Diagnose Problem	04/16/2010 13:27:09	Anna Peet	6305
Special Programs	Loyalty Survey - Owner Contacted	04/16/2010 13:27:19	Anna Peet	6305
	Loyalty Survey - Dlr f/u necessary	04/16/2010 13:27:19	Anna Peet	6305
	Loyalty Survey - Dlr Has Not Contacted	04/16/2010 13:27:19	Anna Peet	6305

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/16/2010 13:34:29	Anna Peet	6305
Air Bags	Airbag	04/16/2010 13:34:02	Anna Peet	6305
Seat Belts	Seat Belts	04/16/2010 13:34:18	Anna Peet	6305

Summary Notes

3/29/2010 16:42:17 Anna Peet 6305

#67793097 Loyalty Survey - Follow-Up
 Left msg w/800# and personal x6305.

What did the customer say?

What was your response?

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

Summary Notes

3/29/2010 16:42:25 Anna Peet 6305

No Escalation Required

4/16/2010 13:26:36 Anna Peet 6305

#67793097 Loyalty Survey - Follow-Up

Contacted customer. He stated he has not been contacted by the dealership regarding his concerns. State as ior the Survey that the passenger seat belt warning goes off all the time unless he keeps the belt buckled which he does. Also states that the Navi system often has a msg that there is "no DVD". States he waits it out or turns on and off and it then will work. Also states that in the last 2 days he gets an "SRS failed take to dealer msg".

Writer thanked customer for returning the Survey. Advised that it lets us know what his experience is at the dealership and does give us the opportunity to address his concerns.

Writer advised that I would contact the dealership on his behalf to advise his concerns and have the dealer call him back.

He can be reached at 559-730-1281.

4/16/2010 13:33:16 Anna Peet 6305

Left detailed VM msg for SM Roger Lockhart w/800# and personal x6305.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1014505 **Cus Ident** 29466535 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Richmond CA [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 55000 **Prod Date** 11/2/2004 **Warr Date** 12/1/2004 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/25/2005 19:14:20	Hjalmar Quelal	6311

Summary Notes

12/25/2005 19:13:40 Hjalmar Quelal 6311

Writer spoke with [REDACTED] regarding an SRS light that came on. Writer advised [REDACTED] that MB Roadside could tow vehicle for him. [REDACTED] declined and said that this particular problem has been on going with his vehicle and dealer is aware of it. [REDACTED] asked that his problem with his vehicle be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1195845 **Cus Ident** 29572365 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mineola NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X96A [REDACTED]
Mileage 3100 **Prod Date** 9/7/2005 **Warr Date** 10/19/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/05/2006 09:20:36	Maureen Didomenico	6256

Summary Notes

5/5/2006 09:20:14 Maureen Didomenico 6256

Customer's SRS light is on. I told him our recommendation is tow to dealership for safety reasons. Customer asked if he could bring to dealership on Monday. Again, I told him we recommend an immediate tow to dealer. Customer asked to be connected to dealership, which was only a few miles away. I had ATX connect him to dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1203173 **Cus Ident** 473441 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

West Chester PA [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 67105 MERCEDES-BENZ OF WEST CHESTER WEST CHESTER PA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]
Mileage 13000 **Prod Date** 9/16/2004 **Warr Date** 4/21/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/10/2006 13:16:32	Maureen Didomenico	6256

Summary Notes

5/10/2006 13:16:09 Maureen Didomenico 6256

customer's SRS light on. I advised cust. that in this situation, our policy is to tow the vehicle to the nearest MB dealership. He stated that he lives in West Chester, PA, and is currently in Lansing, MI. I told him I could arrange a tow to the dealership in Okemos, MI. Cust. stated he would drive there. I again reiterated that our recommendation is to tow vehicle, for safety purposes. He again stated he would drive to dealer. I asked if he wanted the phone # and address of Okemos dealer. He stated he had nothing to write info down with, and would "find them".

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2886513 **Cus Ident** 33158398 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Milbridge ME [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 14113 CONTINENTAL MOTORCARS, IN MELBOURNE FL
Last Sell Dlr 33400 QUIRK AUTO PARK OF BANGOR BANGOR ME

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 32897 **Prod Date** 11/23/2004 **Warr Date** 2/14/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	11/24/2008 11:42:44	Maureen Didomenico	6256

Summary Notes

11/24/2008 11:42:23 Maureen Didomenicc 6256

Primary Phone: [REDACTED]
 Current Mileage: 32897
 Dealer(s) involved: N/A

Situation: Called, via TeleAid w/airbag enabled question.

Action Taken: Writer explained OCS to customer.

11/24/2008 11:42:24 Maureen Didomenicc 6256

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2899924 **Cus Ident** 22530254 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Address** [REDACTED] **IV**

Phone [REDACTED] **Phone Location** Wheeling WV [REDACTED] **Residence**
Assign Dlr

Sell Dlr 67231 JOHN SISSON MOTORS, INC. WASHINGTON PA
Last Sell Dlr 67231 JOHN SISSON MOTORS, INC. WASHINGTON PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 33155 **Prod Date** 11/25/2005 **Warr Date** 1/3/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Telephone	General Telephone Inquiry / Question	12/04/2008 10:53:26	Maureen Didomenico	6256

Summary Notes

12/4/2008 10:52:59 Maureen Didomenicc 6256

Primary Phone: [REDACTED]
 Current Mileage: 33155
 Dealer(s) involved: N/A

Situation: Called, via TeleAid. SRS light on. Cust. not sure how long, but just noticed today. Writer stated we always recommend visiting dlr a.s.a.p. when this light comes on.

Action Taken: Cust. will drive to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3230634 **Cus Ident** 40137951 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hampton

VA [REDACTED]

Phone

Phone Location

Assign Dlr 80210

TYSINGER MOTOR CO., INC. HAMPTON VA

Sell Dlr 14302

MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J65A [REDACTED]
Mileage 60000 **Prod Date** 10/8/2004 **Warr Date** 10/30/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	07/02/2009 13:19:29	Maureen Didomenico	6256
	Overall Dissatisfaction with Quality	07/02/2009 13:19:29	Maureen Didomenico	6256

Summary Notes

7/2/2009 13:17:58 Maureen Didomenic 6256

Primary Phone: [REDACTED] - cell
 Current Mileage: 60000
 Dealer(s) involved: 80210

Situation: Cust. states veh has been at above dlr about 6 times for electrical issues. Twice for SRS system , 3 times for glow plugs, etc. Cust. has owned veh 18 mos. Cust. states they also overcharged him for this vehicle, when he purchased vehicle. Cust. feels he was sold a "lemon" and wants MBUSA to "make this right". Writer has no problem w/his ML - only this vehicle. Cust. states he is away on business a lot, and fears for his wife's safety driving above vehicle. Writer assured customer his concerns have been documented, and will be escalated to a case manager, for callback by close of business today.

Action Taken: Escalated to case managers for callback.

7/2/2009 13:19:44 Maureen Didomenic 6256

Call back Date: 07/02/2009 time: 4:00 PM EST

7/2/2009 16:44:48 Norman Swartz 6341

The customer was left a v/m for a return call.

7/2/2009 16:45:02 Norman Swartz 6341

Additional call required Date: 07/06/2009 time: 2:00 PM EST

Summary Notes

7/7/2009 19:40:58 Norman Swartz 6341

The writer spoke with the customer. He alleges that he was contacted today by the dealer and they offered him 21,000 for the vehicle and 10,000 off another E Class. This would leave him 15000 in the hole. He is requesting a deal with a fair price. He purchased two vehicle , the ML has had no issues , but this E Class was in the shop 21 times before he bought it for electrical issues.

The customer wants the dealer and MBUSA to step up and assist with this issue.

Writer thanked customer for calling, apologized for any inconvenience, and advised customer that all comments will be documented and shared with the appropriate parties

7/7/2009 19:41:18 Norman Swartz 6341

Self reminder Date: 07/08/2009 time: 11:30 AM EST

7/9/2009 12:11:25 Norman Swartz 6341

The writer left a v/m for the S/M Charlotte for a return call.

7/9/2009 12:11:39 Norman Swartz 6341

Self reminder Date: 07/10/2009 time: 12:45 PM EST

7/9/2009 12:20:41 Norman Swartz 6341

The S/M called back she will look into this customer issue's.

7/9/2009 12:21:01 Norman Swartz 6341

Additional call required Date: 07/10/2009 time: 1:00 PM EST

7/9/2009 15:42:39 Norman Swartz 6341

The writer spoke with the S/M, Sales Manager and the S/A.

The vehicle has been to the dealer a couple of times and the issues were resolved.

The customer will be contacted and advised that the dealer is in the best position to assist with the sales issue of getting him into another vehicle.

7/9/2009 15:43:02 Norman Swartz 6341

Self reminder Date: 07/10/2009 time: 2:00 PM EST

7/13/2009 19:03:33 Norman Swartz 6341

The writer spoke with the customer. He was advised to see the dealer for further assistance. He was advised that any sales issue's would be handled by the dealer.

At this time he still has a ELW on the vehicle until 10-09 which will be honored.

7/13/2009 19:47:13 Norman Swartz 6341

Customer Contacted Summary note rvwd By: Norman Swartz on: 07/13/2009 : 19:46:53

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3364088 **Cus Ident** 40925573 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Address** [REDACTED]

Sandy UT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 78602 KEN GARFF IMPORTS SALT LAKE CITY UT
Sell Dlr 22122 MERCEDES-BENZ OF ST. CHARLES ST. CHARLES IL
Last Sell Dlr 22122 MERCEDES-BENZ OF ST. CHARLES ST. CHARLES IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 22970 **Prod Date** 4/7/2005 **Warr Date** 8/3/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/17/2009 11:09:18	Maureen Didomenico	6256

Summary Notes

9/17/2009 11:09:11 Maureen Didomenicc 6256

Primary Phone: [REDACTED]
 Current Mileage: 22970
 Dealer(s) involved: 78602

Situation: [REDACTED] called asking about wrty on above vehicle. His SRS light came and above dlr told him the casing around the wiring wore out and had to be replaced. Vehicle went out of wrty on 8/2/09, and the cost of the repair is \$600.00. Customer alluded to the fact that his SA stated that MB knew about this issue and sent dlrs a "fix" to problem. Therefore, [REDACTED] feels MB should help out w/repair cost. Writer asked if customer spoke to SM at dlr about any pwc. Customer had not. Writer explained that any pwc is extended at dlr level , and provide name of SM, Robert O'Donnell. Customer will speak to SM and call back, if further assistance is needed.

Action Taken: Documented call.

9/17/2009 11:09:19 Maureen Didomenicc 6256

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3605868 **Cus Ident** 41718537 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Longs SC [REDACTED]
Phone ([REDACTED]) **Phone Location** Business
Assign Dlr 72105 MYRTLE BEACH AUTOMOTIVE CONWAY SC
Sell Dlr 72320 BAKER MOTOR COMPANY OF C CHARLESTON SC
Last Sell Dlr 72314 FOWLER MOTORS, INC. CONWAY SC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 57616 **Prod Date** 11/15/2005 **Warr Date** 12/17/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Dealer Advised Cust Non-Warranty Repair	02/25/2010 15:42:38	Maureen Didomenico	6256

Summary Notes

2/25/2010 15:42:03 Maureen Didomenicc 6256

What did the customer say? [REDACTED] called stating his SRS light is on and he was told that this was not covered as veh is out of elw. Customer feels that this is a safety issue and wants it "On record that if something goes wrong, I want this documented".

What was your response? Writer assured customer his concerns have been documented and will be shared w/appropriate parties.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/25/2010 15:43:03 Maureen Didomenicc 6256

For your information

2/26/2010 12:59:07 Richard Major 6348

Writer reviewed and sent NTMT to dealership and AOM for review. Writer left detailed V/M to advise the SvcM of the customer concerns.

2/26/2010 13:00:08 Richard Major 6348

NTMT

Summary note rrvwed By: Richard Major on: 02/26/2010 : 13:00:06

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1772493 **Cus Ident** 26330797 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 9788 **Prod Date** 11/22/2005 **Warr Date** 12/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/26/2007 13:46:25	Donna Larkin	4658

Summary Notes

5/26/2007 13:46:14 Donna Larkin 4658

SRS visit workshop malfunction on, writer advised tow. Customer asked if they could continue driving to Palms Springs. Writer agains advised manufacturer's recommendation is that vehicle be towed due to safety issue. Customer declined tow. dl

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1788858 **Cus Ident** 32067390 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA

Last Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J66A [REDACTED]
Mileage 10000 **Prod Date** 9/19/2005 **Warr Date** 1/6/2006 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/08/2007 15:36:57	Donna Larkin	4658

Summary Notes

6/8/2007 15:36:48 Donna Larkin 4658
 SRS light on- malfunction -customer declined tow. dl

Summary Note Information

Mercedes Benz of U.S.A

Note ID 941109 **Cus Ident** 36573788 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Diamond Bar CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV
Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 14484 **Prod Date** 10/20/2004 **Warr Date** 12/24/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/18/2005 14:28:20	Robert Murphy	4642
	Poor Design of Component(s)	10/18/2005 14:28:20	Robert Murphy	4642
	Overall Dissatisfaction with Quality	10/18/2005 14:28:20	Robert Murphy	4642

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/18/2005 14:28:28	Robert Murphy	4642

Summary Notes

10/18/2005 14:27:26 Robert Murphy 4642

Writer received call from SM Wyatt Stoppard from 49702.

[REDACTED] and her husband [REDACTED] have been in touch with service manager about issues experienced with vehicle.

Vehicle is exhibiting an SRS light. Svc manager has advised customer that vehicle should be brought into svc immediately for warranty repair. Customer declined towing and advised SM Stoppard that she wants her vehicle bought back (she feels that it is a lemon). Customer declined service towing and service to her vehicle until SM reviewed records with SPOM. SM reviewed with SPOM and maintained to customer, and husband [REDACTED] that MBUSA is not currently in a position to buy back the vehicle. SM conveyed to customer that vehicle will be repaired to manufacturers specifications. Customer declined towing/ service and conveyed that media will be contacted as well as law suits filed.

If customer should cal back , please maintain MBUSA position that the vehicle will be repaired under the terms of the Warranty.

Summary Notes

10/28/2005 16:52:54 Nicole Shababb 4619

CORR # 281798

Writer received the following e-mail from Yvette Chang's Office:

Jaclyn Boita
10/28/2005 04:24 PM

To: Eileen Finnegan/171/DCAG/DCX@WK-COOP
cc: Andrew Homer/171/DCAG/DCX@WK-COOP
Subject: Fw: [REDACTED] - WDBUF65JX5A [REDACTED] - Demand Letter

Hi Eileen ,

FYI - We just received another call from this customer. She would like to have a response in writing faxed to her at [REDACTED] by 5:00 pm today. I realize it is already late in the day and this might not get out today , hopeful a response can be sent out Monday. Please call with any questions. Thanks for your help.

Jackie Boita
Legal Department
One Mercedes Drive
Montvale, NJ 07645
Phone - (201) 573 - 2315
Fax - (201) 573-2595

----- Forwarded by Jaclyn Boita/171/DCAG/DCX on 10/28/2005 04:21 PM -----

Yvette Y Chang
10/28/2005 03:31 PM

To: Eileen Finnegan/171/DCAG/DCX@WK-COOP
cc: Andrew Homer/171/DCAG/DCX@WK-COOP , Jaclyn Boita/171/DCAG/DCX@WK-COOP
Subject: Fw: [REDACTED] - WDBUF65JX5A [REDACTED] - Demand Letter

Hi Eileen,

See Andy's request for a customer letter below. Please assign and then have the CAC rept send the draft letter to Andy and myself for review.

If the CAC rept needs more details, please contact Andy.

Thanks and have a great weekend!

Yvette

Yvette Y. Chang, Esq., Counsel

Legal Department

Mercedes-Benz USA, LLC

One Mercedes Drive, Montvale, New Jersey 07645

Tel: 201-573-2255; Fax: 201-573-2595; Cell: 201-220-8983; Email:yvette.y.chang@mbusa.com

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----- Forwarded by Yvette Y Chang/171/DCAG/DCX on 10/28/2005 03:31 PM -----

Andrew Homer

10/28/2005 03:21 PM

To: Yvette Y Chang/171/DCAG/DCX@WK-COOP
cc: Jaclyn Boita/171/DCAG/DCX@WK-COOP
bcc:

Summary Notes

Hi Yvette,

The dealer has called this customer a few times to bring the car in to the dealer to inspect and verify her complaints. We have even offered to go to her home and pick up the car. She has refused to let us look at the car. Can you have someone send the owner a letter asking her to contact me (800-225-6262 x 7330) to set up a time to inspect the vehicle.

Regards,

Andy Homer
Service and Parts Operations Manager
Market 6, Los Angeles Region
Cell: (480) 215-6210
Fax: (480) 699-6326

10/28/2005 16:55:36 Nicole Shababb 4619

Writer drafted a response and called Andy Homer and advised him of the contents. Writer asked if Andy wanted to see the letter before it was sent out. He advised this was not necessary. Letter was approved by Jackie Galletta, Team Leader. Writer then called Jaclyn Boita and advised her the letter was done and approved. write advised that she would fax the letter to the customer ASAP. Jaclyn indicated she would advise Yvette of status.

Writer faxed letter to customer. Hard copy will be mailed to the customer's residence.

11/1/2005 13:35:58 Nicole Shababb 4619

Following note added to the customer's file per request of Andy Homer , SPOM:

"Hi Nicole,

Can you add this to the sum note. Owner is requesting MBUSA to pay for a rental car because she feels the car is not safe to drive. She has refused to allow the dealer to pick up the car to repair. However , the service manager, Wyatt Stoppard, of FJ Las Vegas, saw [REDACTED] driving the vehicle last Sunday, 10-30-05. See the below e-mail from Wyatt Stoppard.

Regards,

Andy Homer
Service and Parts Operations Manager
Market 6, Los Angeles Region
Cell: (480) 215-6210
Fax: (480) 699-6326

----- Forwarded by Andrew Homer/171/DCAG/DCX on 11/01/2005 10:36 AM -----

"Wyatt Stoppard" <WStoppard@fletcherjones.com>
10/31/2005 12:01 PM

To: <homera@mbusa.com>

cc:

Subject: [REDACTED]

2:05 pm 10/30/05 saw [REDACTED] driving West bound on Durango getting on to 95 Southbound.

Wyatt Stoppard
Service Manager
Dealer Code 49702"

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1114227 **Cus Ident** 25064687 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Alamo CA [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA

Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Last Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 47198 **Prod Date** 6/15/2004 **Warr Date** 9/2/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	03/09/2006 17:15:45	Robert Murphy	4642

Summary Notes

3/9/2006 17:15:24 Robert Murphy 4642

Customer contacted CAC this afternoon to advise of issues experienced with her vehicle. Customer conveyed to writer that she is very happy with MB and has always driven MB vehicles. Customer is however upset with repeat servicing of her vehicle. Customer advised writer that the vehicle is currently at the dlr for the second time to have an SRS light rectified. Writer apologized to customer for issues experienced and advised that her concerns will be documented. Customer was advised that she may wish to speak with the svc mgr at the dlr to review her concerns. Customer call dropped.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 919127 **Cus Ident** 12158920 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Edgewater NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J55X [REDACTED]
Mileage 12262 **Prod Date** 7/23/2004 **Warr Date** 9/17/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/21/2005 07:35:13	Teresa Starr	4676

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/21/2005 07:33:53	Teresa Starr	4676

Summary Notes

8/21/2005 07:33:47 Teresa Starr 4676

Incident#15359692. SRS light came on. Customer refused tow. Writer explained that when the SRS light comes on it indicates a possible malfunction with the airbag system. Writer also explained that by refusing the tow MB is no longer responsible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1092865 **Cus Ident** 35055943 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Dana Point CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Last Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 2560 **Prod Date** 12/13/2004 **Warr Date** 2/26/2005 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/22/2006 19:23:07	Teresa Starr	4676

Summary Notes

2/22/2006 19:23:02 Teresa Starr 4676

Incident #65848953. Customer contacted roadside stating that her SRS light is on. Writer recommended the vehicle be towed due to possible inadvertent airbag activation or possible non-deployment. Customer stated she had an appt and would take it to the dealer herself. Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1372943 **Cus Ident** 15824072 **Legal** **Note Type** Roadside Assistance
Customer Address [REDACTED]

Montvale NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ
Last Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J85X [REDACTED]
Mileage 23200 **Prod Date** 10/20/2004 **Warr Date** 11/30/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/03/2006 23:48:03	Teresa Starr	4676

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/03/2006 23:47:58	Teresa Starr	4676

Summary Notes

9/3/2006 23:47:51 Teresa Starr 4676

Customer stated that his SRS light was on. Rap advised that MB recommends a tow. Customer stated that he was only 15 min from his home (on Palisades Pkwy when he called). He would drive the vehicle home and contact MR rap for a tow on Monday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 922817 **Cus Ident** 11551470 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Woodland Hills CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 7800 **Prod Date** 8/9/2004 **Warr Date** 11/18/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	No Contact - No longer owns vehicle	08/30/2005 20:59:52	Toniann Corrigan	4662
	Trigger 08/2005	08/30/2005 20:59:52	Toniann Corrigan	4662

Summary Notes

8/30/2005 20:59:42 Toniann Corrigan 4662
 Trigger - 8/05

No contact made due to prior sum note # 900728 - buyback in progress due to on-going SRS concerns.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 986373 **Cus Ident** 36575127 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fremont

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 05137

BESHOFF MOTORCARS

SAN JOSE

CA

Last Sell Dlr 05137

BESHOFF MOTORCARS

SAN JOSE

CA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2110701A [REDACTED]**World Vin:** WDBUF70J25A [REDACTED]**Mileage** 10986 **Prod Date** 12/2/2004 **Warr Date** 3/11/2005 **Model** E500W 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Call Complete - TL Referral	12/05/2005 14:33:57	Toniann Corrigan	4662
	Trigger 11/2005	12/05/2005 14:33:58	Toniann Corrigan	4662

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/05/2005 14:34:01	Toniann Corrigan	4662

Summary Notes

12/5/2005 14:33:45 Toniann Corrigan 4662

Trigger - 11/05

Writer called [REDACTED] and spoke to customer who stated his vehicle has been at the dealer three times for an airbag system malfunction. Customer stated this could cause serious injury or death and customer has already spoke to a lawyer regarding this matter. Customer stated he will give MB one more chance to resolve this matter before he takes legal action. Writer provided customer with our address so he could write a letter.

Writer advised customer his comments would be documented.

Writer forwarded to TL for further handling.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1085717 **Cus Ident** 25845644 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

P C Beach FL [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL
Sell Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL
Last Sell Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]
Mileage 16307 **Prod Date** 12/20/2004 **Warr Date** 3/31/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	02/17/2006 13:06:31	Toniann Corrigan	4662
	Repeat Visit for Same Issue	02/17/2006 13:06:31	Toniann Corrigan	4662
Trigger - MBUSA	Call Complete - TL Referral	02/17/2006 13:05:53	Toniann Corrigan	4662
	Trigger 01/2006	02/17/2006 13:05:53	Toniann Corrigan	4662

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/17/2006 13:06:12	Toniann Corrigan	4662

Summary Notes

2/17/2006 13:05:43 Toniann Corrigan 4662
 Trigger - 1/06

Writer called (850)-527-7151 and spoke to customer who stated there is still a constant, loud, whining sound coming from the engine. Customer stated the dealer advised him that this was normal. Customer stated he is bringing the vehicle back for service next week because he has an SRS malfunction. Customer stated this is the third time he is bringing the vehicle in for this issue. Customer stated he is over 80 miles away from the dealer. Customer stated he is happy with the service he has received at this dealer.

Mileage Update: 16,307 miles

Writer forwarded to TL for possible NTMT.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 932031 **Cus Ident** 22664149 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Georgetown TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 76504 MERCEDES-BENZ OF GEORGE GEORGETOWN TX
Last Sell Dlr 76504 MERCEDES-BENZ OF GEORGE GEORGETOWN TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 6987 **Prod Date** 6/25/2004 **Warr Date** 12/23/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/24/2005 17:00:05	Surya Boonphadung	4661

Summary Notes

9/24/2005 16:59:42 Surya Boonphadung 4661

Customer called the CAC via tele aid, incident #65139848, stating the SRS warning lamp is illuminated.

Writer advised that MBUSA recommend towing the vehicle to the dealer, and for customer to NOT drive the car...as the airbags may accidentally deploy, or if customer were to be in an accident , airbags may not function.

Customer thanked writer for the explanation, but states that she is about 2 miles from dealer, and will drive to the dealer and drop car off. Writer again, suggest vehicle be towed, citing that this is for customer's safety. Customer again declined.....writer advised customer to drive very carefully.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 934809 **Cus Ident** 28947706 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lake Tapps WA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA
Last Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 2165 **Prod Date** 10/12/2004 **Warr Date** 6/25/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/01/2005 17:33:45	Surya Boonphadung	4661

Summary Notes

10/1/2005 17:33:27 Surya Boonphadung 4661

Sumnote being entered for Dana Brancaccio, teleaid # 15544943 cust called advising srs light is on. reccomende tow cust declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1507246 **Cus Ident** 26105880 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address 3388 Fernlake Pl

Longwood FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL

Last Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOLIS ANNAPOLIS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 24000 **Prod Date** 12/2/2004 **Warr Date** 3/11/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	12/08/2006 18:35:02	Theresa Gelfand	6337
	Equipment questions	12/08/2006 18:35:02	Theresa Gelfand	6337
Roadside	Declined Tow - SRS Light On	12/08/2006 18:34:45	Theresa Gelfand	6337

Summary Notes

12/8/2006 18:34:18 Theresa Gelfand 6337

Customer called on Tele-Aid w/SRS message. Writer advised customer to pull over & offered to page tech./offer a tow, customer declined , stated he was near home, would swtich cars & call for tech. 1st thing in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1769143 **Cus Ident** 35274419 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

South Dartmouth MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 71108 VITI, INC. TIVERTON RI
Last Sell Dlr 71108 VITI, INC. TIVERTON RI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J46A [REDACTED]
Mileage 6084 **Prod Date** 2/9/2006 **Warr Date** 3/28/2006 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	05/23/2007 19:04:18	Theresa Gelfand	6337
Roadside	Other	05/23/2007 19:05:40	Theresa Gelfand	6337
	Declined Tow - SRS Light On	05/23/2007 19:05:40	Theresa Gelfand	6337

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/23/2007 19:03:22	Theresa Gelfand	6337
Seat Belts	Seat Belts	05/23/2007 19:03:31	Theresa Gelfand	6337

Summary Notes

5/23/2007 19:03:11 Theresa Gelfand 6337

SRS warning light on, advised cust. to pull over ASAP & arrange tow, cust. declined. Customer spoke to dlr.tech.@ Viti/Tiverton RI. Customer preferred to drive home & arrange tow from there.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1969682 **Cus Ident** 6315454 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Smyrna GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY
Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J15A [REDACTED]
Mileage 30896 **Prod Date** 8/19/2004 **Warr Date** 10/19/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/12/2007 21:05:02	Theresa Gelfand	6337

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/12/2007 21:04:41	Theresa Gelfand	6337
Seat Belts	Seat Belts	10/12/2007 21:04:34	Theresa Gelfand	6337

Summary Notes

10/12/2007 21:04:16 Theresa Gelfand 6337

SRS lit, advised customer to pull over safely & offered to arrange tow - Customer declined. Writer advised customer SRS was Safety Restraint System , that it was a possible malfunction & details/consequences of this. Customer still insisted to drive to Florida & have this addressed by dealer in Pensacola, FL. (NTMT)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2569982 **Cus Ident** 39355540 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Murphy

NO [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 14500 **Prod Date** 10/14/2005 **Warr Date** 12/21/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	04/02/2008 22:28:31	Theresa Gelfand	6337

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/02/2008 22:25:36	Theresa Gelfand	6337
Seat Belts	Seat Belts	04/02/2008 22:25:48	Theresa Gelfand	6337

Summary Notes

4/2/2008 22:23:17 Theresa Gelfand 6337

SRS malfunction warning on customer's vehicle. [REDACTED] staying away from home @ Marriott Hotel in Knoxville, TN. Writer advised customer not to drive vehicle. Writer arranged for tow w/Sutherland Wrecker ([REDACTED]) to MB/Knoxville. [REDACTED] will not be present for tow. He claims he will be going to bed shortly because he has a 7:30 flight to Chicago. Writer recorded call w/[REDACTED] (conferenced together) gave permission for Vendor to pick-up key @ Marriott front desk, drive it out of hotel garage & load it onto flatbed without him being present. Writer provided customer with MB/Knoxville phone # for follow-up. If needed [REDACTED] can contacted on his cell # [REDACTED]

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2600869 **Cus Ident** 2923825 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lake Bluff IL [REDACTED]
Phone ([REDACTED]) **Phone Location** Mobile
Assign Dlr
Sell Dlr

Last Sell Dlr 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112561A [REDACTED] **World Vin:** WDBUH56JX6A [REDACTED]
Mileage 29300 **Prod Date** 4/4/2005 **Warr Date** 10/31/2005 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/26/2008 20:37:37	Theresa Gelfand	6337

Summary Notes

4/26/2008 20:37:14 Theresa Gelfand 6337

SRS lights/advised cust.to to pull over & have vehicle towed/customer declined @ this time/cust.near home will drive/requested tow from home to dealer Monday am. Writer will call Tow vendor & call customer back w/info.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2678321 **Cus Ident** 15231943 **Legal** **Note Type** Roadside Assistance
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Annapolis MD [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr

Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD
Last Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [Redacted] **World Vin:** WDBUF87J56X [Redacted]
Mileage 19495 **Prod Date** 3/21/2006 **Warr Date** 4/26/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/27/2008 17:33:14	Theresa Gelfand	6337

Summary Notes

6/27/2008 17:32:57 Theresa Gelfand 6337
 SRS warning lit. Writer offered tow to dealer. [Redacted] declined. Customer claims she spoke to dealer who explained this issue & made appt. for Mon. She claims she does not want to be without her vehicle.
 6/27/2008 17:32:59 Theresa Gelfand 6337
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2806105 **Cus Ident** 15829642 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Glenn Dale MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 41802 **Prod Date** 4/26/2005 **Warr Date** 7/23/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/24/2008 18:39:26	Theresa Gelfand	6337

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/24/2008 18:39:02	Theresa Gelfand	6337

Summary Notes

9/24/2008 18:38:54 Theresa Gelfand 6337

[REDACTED] claims SRS warning light. Writer advised customer options & possible effects of malfunction (airbag deploy when not needed/may not when needed). He claims light did not come on till after he had child seat in rear passenger seat. He claims this may be what caused light to come on. Writer offered tow but customer declined. He claims he will follow up w/dealer tomorrow.

9/24/2008 18:38:56 Theresa Gelfand 6337

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 938058 **Cus Ident** 8802630 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Coral Gables FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14118 MERCEDES-BENZ OF FORT MY FORT MYERS FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A766388
Mileage 1 **Prod Date** 2/16/2005 **Warr Date** 3/19/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	10/10/2005 17:19:20	Keith Casa	4650

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/10/2005 17:19:28	Keith Casa	4650

Summary Notes

10/10/2005 17:19:07 Keith Casa 4650

Tele Aid SRS Malfunction light. Customer declined Roadside Assistance tow , stated she will bring to dealer on her own.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1225199 **Cus Ident** 32083608 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Covina CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Last Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 10632 **Prod Date** 3/21/2005 **Warr Date** 7/22/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	"Runaway" Notification	05/25/2006 16:49:04	Frank Parente	4675

Summary Notes

5/25/2006 16:48:55 Frank Parente 4675

FOLLOWING LETTER WILL BE SENT TO OWNER TO ADVISE OF TELEAID ROADSIDE RUNAWAY/MALFUNCTION PER ATX REPORT DATED 5/21/06. REQUEST DEALER PLEASE ADVISE SPOI OR THIS WRITER IF VEHICLE WAS OR IS CURRENTLY IN HOUSE; IF SO , REQUEST SPOM NOTIFY THIS WRITER.

May 25, 2006

██████████
██████████
Walnut, CA ██████████

Subject: Model 2006 CLS500C
Serial No. WDDDJ75X26A ██████████

Dear ██████████:

This is to advise you that the Tele-Aid Response Center (ATX) has notified Mercedes-Benz USA that the above referenced vehicle has erroneously activated an alarm associated with the Tele-Aid System.

We recommend that you have this system error addressed as soon as possible. Please contact the service department of your authorized Mercedes-Benz dealer to schedule an appointment for the appropriate inspection and repair.

We apologize for any inconvenience this may cause you, and thank you for your prompt attention to this matter.

Sincerely,

Frank Parente
Customer Relations Liaison

CORRES. NO. 296538

SUM NOTE

6/29/2006 11:48:48 Cynthia Feuss 6289

5-25-06 warranty claim by dealer 05127 indicates CONTROL UNIT, SRS , AIRBAG/EMERGENCY TENSIONING RETRACTOR ELECTRICAL FAULT - TeleAid malfunction addressed.

Summary Notes

1/17/2006 14:53:54 Lois Grillo 4627

okay with me.
Frank Oswald I

January 17, 2006

[REDACTED]
[REDACTED] t
Derridder, LA [REDACTED]

Subject: Model 2005 E320
Serial No. WDBUF65J05A [REDACTED]

Dear [REDACTED]:

Thank you for your letter.

We regret to learn of your disappointment with recent service at Mike Smith Autoplex in Beaumont, TX, and apologize for any inconvenience you may have experienced. However, lacking direct involvement in the actual occurrence with the dealer prevents us from commenting on this matter specifically.

As you may know, Mercedes-Benz dealers are privately owned businesses, solely responsible for their daily business affairs, which include personnel, repairs, charges, loaner vehicles, etc. (Alternate transportation is a courtesy that may be offered by some dealers.) Since you seem to suggest that Mike Smith Autoplex was remis: in their dealings with you, we forwarded a copy of your letter to them for whatever action they may deem appropriate.

If you have an outstanding technical issue or questions about recent repairs, we suggest that you contact Sean Manuel, Service and Parts Director at Mike Smith Autoplex, for review. He may be contacted at 409-840-2000.

[REDACTED], we appreciate your taking the time to share your concerns and the opportunity to respond. Best wishes for safe and pleasant driving.

Sincerely,

Lois Grillo
Customer Relations Liaison

LG/jla

CC: Frank Oswald, SPOM Rgn 6, Mkt 7

SUM NOTE 1006470
CORRES. NO. 285739

Hi Frank:

Attached is a letter from customer regarding service at Mike Smith Autoplex and a suggested response for your approval/comments/etc.

Please advise.

Regards,
Lois

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1247059 **Cus Ident** 1045599 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Corozal PR 007830770

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 70301 GARAGE ISLA VERDE, INC. CAROLINA PR
Sell Dlr 51126 MERCEDES-BENZ OF FREEHOLD FREEHOLD NJ

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 1 **Prod Date** 9/24/2005 **Warr Date** 10/31/2005 **Model** CLS500 (2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/09/2006 11:10:07	Lois Grillo	4627

Summary Notes

6/9/2006 11:13:50 Lois Grillo 4627

Customer alleges that the SRS light comes on in his 2006 CLS500; writer advised that the vehicle should be towed to dealer for inspection. Customer declined to have the vehicle towed at this time - writer provided the RA number to arrange a tow (customer indicates that he may call later).

Customer had contacted CAC about his 2006 R350 issues (writer did a referral on this) and the customer "mentioned is the course of the conversation about an alleges SRS light" on in this vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1260844 **Cus Ident** 26378407 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Escondido CA [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dir 05749 HOEHN MOTORS, INC. CARLSBAD CA
Sell Dir 05749 HOEHN MOTORS, INC. CARLSBAD CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 16000 **Prod Date** 10/25/2004 **Warr Date** 1/18/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Updated Vehicle / Customer Record	06/19/2006 13:15:38	Lois Grillo	4627

Summary Notes

6/19/2006 13:15:15 Lois Grillo 4627

Copy of Dealer notes (6-16-06)
 Name : Darrell Shackelford (Service Director)
 Phone : 760-476-5376

Repurchase/Replacement Request by Cust
 Yes (Repair Cronology : Y)

Reviewed with MBUSA
 Service and Parts Operations Manager

Reviewed with Customer
 Yes (By Phone) (Review Date : 05/04/2006 14:11:00)

Customer Expectations
 Not Met

6/19/2006 13:20:15 Lois Grillo 4627

Customer called the CAC requesting to speak with "Frank Dingman" by name. Customer alleges that dealer (Susan Turner) told her to call him at the CAC and she alleges issues with the SRS system in her vehicle. Customer alleges that dealer told her that Frank Dingman is "reviewing her file". Customer would like a call back at [REDACTED]. Writer suggested that customer contact the S/D at dealer who is her contact; writer did not promise call back by the SPOM. Writer stated that she would hear from "someone". Customer was disappointed with the response.

Writer alerted SPOM of call.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1314308 **Cus Ident** 25624799 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lido Beach

NY [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 55124

LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY

Last Sell Dlr 55124

LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2110561A [REDACTED]**World Vin:** WDBUF56JX6A [REDACTED]**Mileage** 10909 **Prod Date** 2/17/2005 **Warr Date** 5/31/2005 **Model** E350W 2006**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/25/2006 16:44:41	Lois Grillo	4627

Summary Notes

7/25/2006 16:44:30 Lois Grillo 4627

customer inquiry - message in instrument cluster - SRS drive to dealer - referred customer to his dealer for assistance A/S/S/P. Advised not to drive the car if it tells him not to.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1456884 **Cus Ident** 26509367 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hopewell Junction NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55212 FRIENDLY MOTORCARS WAPPINGERS F NY
Sell Dlr 59104 MERCEDES-BENZ OF GREENSI GREENSBORO NC
Last Sell Dlr 59104 MERCEDES-BENZ OF GREENSI GREENSBORO NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 9781 **Prod Date** 10/28/2004 **Warr Date** 3/18/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/03/2006 15:39:05	Lois Grillo	4627
Service / Repairs	Maintenance Commitment Program (2005)	11/03/2006 15:35:53	Lois Grillo	4627

Summary Notes

11/3/2006 15:38:53 Lois Grillo 4627

#308731
customer sent email to CAC (see attached below).

Writer called S/A Wendy at dealer that customer paid for an "A" service at 9,781 miles pm 10-31-06. Customer also paid for a brake fluid flush and tire rotation.

Summary Notes

11/8/2006

09:38:37

Lois Grillo

4627

Dear [REDACTED]

Thank you for your recent e-mail to our Customer Assistance Center.

In 2005, we carefully reviewed the maintenance services and customer care initiatives we were providing to our customers. After we began offering the Mercedes Maintenance Commitment in model year 2000, to complement our Flexible Service System, our customers indicated the program was creating confusion in terms of what was covered and when. The program covered basic maintenance items such as oil and filter changes, cabin dust filter and engine air filter elements and miscellaneous system checks. As you may know, customers still had to pay for remaining maintenance costs, including more significant costs for wear items, which sometimes caused unanticipated customer confusion.

After monitoring this over time, we decided, as of Model Year 2005, to reinstitute fixed service intervals so that our customers' cars could be serviced at a more regular and predictable schedule. We will provide what we call The Service Welcome, consisting of a First Visit between 1,000 and 3,000 miles for a vehicle diagnostic check, introduction to service personnel, as well as a scheduled tire rotation at up to around 6,500 miles (a service not typically covered under "included maintenance" programs, but one which our customers indicated would be helpful) are covered with the purchase of the vehicle. (For vehicles with staggered-width tires, the initial rotation is replaced by a tire inspection and inflation check.) This information is indicated in the Service and Warranty booklets provided with your vehicle.

That being said, while we cannot speak for other manufacturers in regards to the terms of their warranty coverage we believe that this initiative meets the needs of the majority of our owners and apologize for your dissatisfaction. Please be assured your comments regarding our warranty coverage have been documented and will be shared with the appropriate areas within the company.

If we can be of any further assistance, please feel free to call us at 1-800-FOR-MERCEdes (1-800-367-6372). The opportunity to correspond is appreciated.

Regards,
Lois G
Customer Relations Liaison

mcfino@us.ibm.com
11/01/2006 11:07 AM

To: mailmaster@mbusa.com
cc:
Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR)From: mcfino@us.ibm.com
To: mailmaster@mbusa.com
*** Customer Assistance ***

The following person has filled out the Customer Assistance Form on www.MBUSA.com.

Contact Information:

Title: MR
First Name: [REDACTED]
Last Name: [REDACTED]
Street: [REDACTED]
Address 2:
City: Hopewell Junction
State: NY
Zip: [REDACTED]
E-mail: [REDACTED]

Comments: Dear Sir/Madam I am writing to tell you how deeply disappointed I am with my 2005 E320 and the Mercedes Benz experience. I have had this vehicle to the dealer at least 4 times for SRS work for wiring harness and connection repairs. Each time I was assured the problem was going to be fixed and each time more work was required. In addition, I bring my car in yesterday for a 10K service call and find out that the computer is calling for a break line flush and an internal air filter. So in addition to a \$250 service call I am charged an extra \$180 for things that should not be required on a car this new.. As colleagues of mine were purchasing the Lexus and BMW offerings I resisted the temptation and choose to remain with the Mercedes product. I have to be honest in saying that I do not know if I will be making that same mistake again.. Mercedes has a lot of ground to make up to be back in that caliber of vehicles. It starts with standing behind your products and not charging for things that should

not be defective in cars that ~~Summary Notes~~ less to say i am very disappointed with my Mercedes Benz and right now would not recommend them to anyone in the market for a new car. Thank You [REDACTED]

Survey Information:

Day Phone Number: (845) 433-3053 ext:

Evening Phone Number: (919) 349-9932 ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: WDBUF65J05A [REDACTED]

11/14/2006 18:28:58 Lois Grillo 4627

#309247

Lois i appreciate the response but feel you missed my point... Why does a car w/ <10k miles needs a break line flush and an cabin air filter? I am not frustrated w/ the service interval, but rather parts needing replacement so early on in a cars life, and not covered under warranty..

Thanks,
Mike

[REDACTED]
Director - ZTP Series - Integrated Supply Chain
Bld 012 003-2A: POK, US (845) 433-3053 (TL 293)
IBMUSM32/[REDACTED] or [REDACTED]

11/14/2006 18:32:34 Lois Grillo 4627

Dear [REDACTED]:

Thank you for your recent Internet message.

If you would like to speak with me or one of my colleagues, call the Customer Assistance Center at 1-800-367-6372, my extension is 4627.

The opportunity to respond is appreciated

Regards,
Lois G
Customer Relations Liaison

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1572339 **Cus Ident** 26266762 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Grosse Pointe Par MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39133 MERCEDES-BENZ OF ST. CLAIF ST. CLAIR SHOF MI
Sell Dlr 39106 MERCEDES-BENZ OF NOVI NOVI MI
Last Sell Dlr 39133 MERCEDES-BENZ OF ST. CLAIF ST. CLAIR SHOF MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 24253 **Prod Date** 10/25/2004 **Warr Date** 11/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/26/2007 11:01:32	Lois Grillo	4627
	Fit and Finish / Upholstery Issues	01/26/2007 11:01:32	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Visibility	Visibility	01/26/2007 11:01:12	Lois Grillo	4627

Summary Notes

1/26/2007 11:01:04 Lois Grillo 4627

Customer called the CAC alleging that she has had many past issues with her vehicle. Customer alleges that at this time she had the following concerns;

- *defroster not working correctly (also fogs up) and the wipers not working correctly.
- *metal threshold at rear lifting up.

Writer advised that vehicle needs to go to an authorized MB dealer for investigation/repair. Customer states that she does not want to go her selling dealer and that dealer 39133 is much more convenient. Customer will contact dealer for appointment ASAP.

Writer called dealer 39133 and left a V/M for Idris Sherrod regarding customer and requesting additional info.

Customer also stated that MBUSA needs to do something for her - she suggested that "compensation". Writer stated that customer comments would be noted.

Summary Notes

1/26/2007

11:05:52

Lois Grillo

4627

Damon:

FYI customer feels that due to the history of this vehicle MBUSA should do something for her ("compensation"). She stated that her vehicle should be picked up and a loaner brought to her like Lexus. Also stated that she has been inconvenienced in the past due to SRS and brake issues.

Lois

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3475936 **Cus Ident** 35071084 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Centennial CO [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO
Sell Dlr 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO
Last Sell Dlr 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J76X [REDACTED]
Mileage 40798 **Prod Date** 1/25/2005 **Warr Date** 9/28/2006 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/02/2009 10:28:27	Lois Grillo	4627
	Overall Dissatisfaction with Quality	12/02/2009 10:28:27	Lois Grillo	4627
Internet	Internet Inquiry	12/02/2009 10:28:09	Lois Grillo	4627
Customer File Maintenan	Vehicle Relationship Update	12/02/2009 10:38:23	Lois Grillo	4627
Advocating for Customer	Vehicle - Advocated	12/02/2009 10:38:44	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Steering System	Steering System	12/02/2009 10:29:09	Lois Grillo	4627
Suspension System	Suspension System	12/02/2009 10:29:18	Lois Grillo	4627
Electrical System	Electrical System	12/02/2009 10:28:49	Lois Grillo	4627

Summary Notes

12/2/2009 10:27:56 Lois Grillo 4627

Customer sent the following email to Alan McLaren -
Alan McLaren

Vice President Customer Services
Mercedes Benz USA

Dear Mr. Mc Laren,

I am a long time Mercedes Benz fan and currently own four of your vehicles. They are a 1997 E420, a 2003 S55, a 2003 SL55 and a 2006 E350 4matic wagon. Obviously I really like driving Mercedes Benz automobiles, but the reliability of all but the E420 is so atrocious, all one can do is laugh about it or become extremely angry.

I'm sure you have access to all the service records so you can see for yourself what my experience has been. Further aggravating my feelings is the fact that I also own a 2003 Chevrolet Suburban which after 95,000 miles has been more trouble free than all but the E420.

Two of the latest examples of a long list of problems caused by the poor quality of Mercedes automobiles: About a month ago, the SL55 needed new connectors where the SRS wiring attaches to the seats. They were corroded and needed to be replaced. It also needed a new power steering pump and lower balls joints. This is totally unacceptable for a car that costs in excess of \$100K and has only 27,000 miles on it. Fortunately I have an aftermarket warranty which covers all but the SRS connectors. Then last week I took the E350 in for routine maintenance. As I drove away I attempted to turn the radio on and it was dead. I immediately returned to the dealer. Over a week later they still have my car.

I've spent close to \$12,000 for aftermarket warranties for the three late model MB cars and it has been money well spent. But what a sad state of affairs it is that my experiences are such that I need to do this.

I know there is nothing you can do to correct the poor quality of these cars, but under the circumstances, I really do think MB USA should cover the cost replacing the SRS connectors.

Sincerely,

[REDACTED]
11/28/2009

12/2/2009 10:29:22 Lois Grillo 4627

No Escalation Required

12/2/2009 10:38:12 Lois Grillo 4627

I spoke with ServM Andrew Savoy about customer's request for assistance with the SRS connectors; ServM offered to cover the cost of the repair and asked that customer contact him directly to have the work done.

12/2/2009 11:22:19 Lois Grillo 4627

I called customer at his home # [REDACTED] and his wife asked that I call him on his cell phone. I called Mr. [REDACTED] at [REDACTED] and stated that I was calling on behalf of Alan McLaren. I stated that we contacted the ServM at dealer 08103 and that he has offered to cover the cost of the SRS connector and to ask for Andrew Savoy to make the arrangements .

Customer thanked us for the assistance and stated that he would speak with Andrew Savoy at the dealership.

Summary Notes

9/19/2006 15:23:22 Christine Dingler 6361

██████████ phoned the CAC back regarding lack of loaner and service at this dealer.

Customer stated that this vehicle has been at this dealer for 7 days. Vehicle was brought to dealer for paint chip on rear bumper and SRS light being on. Customer stated that dealer promised vehicle would be ready last Friday then Monday - vehicle is still not ready. Customer very dissatisfied that he requires repairs so early in service life of vehicle.

Customer was difficult to understand.

Writer apologized for his experience. Writer suggested customer speak with SM of dealer, MBUSA would provide technical assistance if required to repair vehicle. Writer advised that dealers are independently owned and operated and solely responsible for daily business actions.

Customer not satisfied w/ dealer stating that dealer did not have color he wanted when purchasing vehicle and did not like dealers "attitude" so he purchased vehicle in TX.

Writer spoke with RAP tech - Dealer phone line was not working - who advised he would ask David Allman to phone writer back as SM is not in office today.

9/19/2006 16:44:49 Christine Dingler 6361

David left writer VM - writer returned VM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1551197 **Cus Ident** 310446 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Port Washington NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 55138 MERCEDES-BENZ OF SMITHTO ST. JAMES NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 6000 **Prod Date** 12/13/2005 **Warr Date** 1/13/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/11/2007 09:11:16	Maria Cruz	4604
	Overall Dissatisfaction with Quality	01/11/2007 09:11:16	Maria Cruz	4604
Service / Repairs	Maintenance Commitment Program (2005)	01/11/2007 09:11:30	Maria Cruz	4604

Summary Notes

1/11/2007 09:11:09 Maria Cruz 4604

[REDACTED] contacted the CAC

Customer upset he was charged \$300+ dollars for service. Stated he was not charged before with his other cars.

Writer advised customer that FSS service is no longer covered under the warranty as of MY 05.

He stated that he has had repeat issues with the SRS light and power steering. He stated that he just got his vehicle from service 30 mins ago, and reports no trouble at this time. However, wanted to know what MB planned to do about this.

Writer advised that we would honor the terms of the warranty and invited him to call us or speak with the SM if issues resurface.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2038386 **Cus Ident** 10151734 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Torrance CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 34406 **Prod Date** 10/25/2004 **Warr Date** 12/14/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	12/04/2007 14:25:16	Maria Cruz	4604

Summary Notes

12/4/2007 14:24:50 Maria Cruz 4604

COrrses# 2038386

[REDACTED] sent letter to MBUSA. Customer feels that vehicle is a lemon and says that she no longer feels safe driving it. Customer references our decision to decline her buyback request back in July and writes that The SRS light has come on while driving and that other electrical issues have resurfaced as well. Customer says that her lease is coming to an end and has to decide between MB, Lexus or BMW.

Writer contact [REDACTED] who advises that he is afraid to drive the vehicle. She claims that malfunctions appear on the display and after she shuts that car off, they disappear. She says this happens intermittently and for this reason, she does not trust the car.

Customer is requesting trade assistance and says that she like Mercedes' although she has never had a problem with her Lexus.

Customer wants to work something out with Mercedes' help to get her into another vehicle and 'not put the energy into getting an ATTY involved again'. Writer made no guarantees but advised that I would relay her request.

Customer requesting to work with Rusnak/Arcadia, specifically with Edith Wolfe, her salesperson whom she trust and feels very comfortable

12/4/2007 14:50:33 Maria Cruz 4604

Writer will review with MM and SPOM.

12/13/2007 16:14:15 Timothy Ucker 7810

Customer called in regards to above requesting status and requesting to speak to above agent. Writer spoke with above agent who agreed to speak with customer, Writer transferred call

12/13/2007 16:25:39 Maria Cruz 4604

Writer sent e-mail to MM and SPOM regarding the above so that writer can respond to customer.

Summary Notes

1/29/2008 18:04:57 Maria Cruz 4604

1/10/2008 e-mail from SPOM:

Here request for repurchase has been denied and we do not offer any type of trade assist to customers in these types of situations.

I have contacted the Sales Manager, Greg Sexton, and informed him of the situation and asked that he work with the customer to get her a favorable price on the vehicle. The decision on how favorable that price is going to be at the discretion of the dealership.

Thanks for keeping me in the loop!!!

Take care,

Robert D. Mansfield

2/29/2008 15:35:43 Maria Cruz 4604

██████████ called writer.

Says that she opted to buy her vehicle out right, since the lease is coming to an end. Customer to sign paperwork in the next day or two and claims that the dealer in Encino told her that the SRS system is not covered under the ELW she intended to buy.

Customer now questioning her decision to purchase the car. Wanted to know if MB could do something for her. Writer advised customer that MBUSA's ELW is the only extended warranty we offer for her car, and that we were unable to change the terms. Writer inquired if she was certain that it was a MBUSA warranty she was being offered and not an after-market (which we had no affiliation with) which some dealers may also offer.

Customer claims that she was offered both and was provided their respective prices as well. Customer certain it was the MBUSA ELW.

Customer stated that since the SRS system was repaired three times in three years "for the same thing" (wire), that MBUSA should back their product and guarantee free repair should she have problems with the SRS system after her warranty expires, since the ELW won't cover.

Writer advised customer that we could not speculate as to what would/could happen and for this reason could not commit to paying for future repairs. Writer advised that we would honor the terms of the warranty but would review PWA on a case by case basis through the service manager, if needed- at the time of vehicle repair.

Customer requested that writer put this in writing. Per TL, Lois, writer asked customer to send her written request and that we would respond accordingly.

At customer's request, writer also provided MSRP of ELW purchase options for her vehicle. Writer offered to send her the ELW pamphlet, customer declined and advised that she would pick one up at a dealer. Customer inquired about getting a discount on the ELW price. Writer advised customer that MBUSA is not involved in retail sales and could not offer a discount.

Customer stated that she would shop around for the best price on an ELW and send her written request, which writer explained would have no guarantees and just explain our PWA policy/procedure.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1005929 **Cus Ident** 26297722 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Weston MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 36122 FOREIGN MOTORS WEST, INC. NATICK MA
Last Sell Dlr 36122 FOREIGN MOTORS WEST, INC. NATICK MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]
Mileage 7815 **Prod Date** 11/22/2004 **Warr Date** 12/29/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/19/2005 09:53:18	Maryellen Parente	4609

Summary Notes

12/19/2005 09:53:07 Maryellen Parente 4609
 cust calls/ srs light on/ advised we recommend tow/ cust declines.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1726561 **Cus Ident** 4486792 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Delray Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J35A [REDACTED]
Mileage 23309 **Prod Date** 3/17/2005 **Warr Date** 5/14/2005 **Model** E55 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/21/2007 08:34:13	Maryellen Parente	4609

Summary Notes

4/21/2007 08:33:23 Maryellen Parente 4609

cust calls via teleaid/ cust states that this vehicle keeps breaking down/ third time for srs light/ advised cust that v recommend for vehicle to be towed/ cust has to go to an important meeting and wants writer to set up loaner/ advised cusr that dlr. needs to set up loaner/ advised cusr that writer can set up tow/ cust wants to review warranty history/ however , advised cusr that writer not in a position to review concerns/ recommend cust speaks with cust service

Summary Note Information

Mercedes Benz of U.S.A

Note ID 842275 **Cus Ident** 26445882 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Dublin OH [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14118 MERCEDES-BENZ OF FORT MY FORT MYERS FL
Sell Dlr 14118 MERCEDES-BENZ OF FORT MY FORT MYERS FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]
Mileage 1 **Prod Date** 12/9/2004 **Warr Date** 2/11/2005 **Model** E320CD 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/14/2005 14:47:44	Katina Clement	6262

Summary Notes

2/14/2005 14:47:11 Katina Clement 6262

[REDACTED] contacted CAC via Tele Aid call# 14474213. [REDACTED] stated that he took delivery of vehicle over weekend and the "SRS visit workshop" has been intermittently flashing on display.

Writer offered to have vehicle taken to dealer via a flatbed. [REDACTED] "declined stated he felt comfortable driving t dealer." Writer advised [REDACTED] to call dealer ahead to advise vehicle would be coming in.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 888092 **Cus Ident** 26463826 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dir 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Sell Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dir

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 2127 **Prod Date** 11/23/2004 **Warr Date** 2/16/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	06/01/2005 19:10:03	Katina Clement	6262
	Commitments Not Fulfilled As Promised	06/01/2005 19:10:03	Katina Clement	6262
Dealer Parts	Part(s) on Backorder	06/01/2005 21:11:03	Katina Clement	6262
Customer File Maintenance	Telephone Update	06/01/2005 19:10:17	Katina Clement	6262
	Mileage Update	06/01/2005 19:10:17	Katina Clement	6262

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/01/2005 19:09:32	Katina Clement	6262

Summary Notes

6/1/2005 19:09:21 Katina Clement 6262
[REDACTED] contacted CAC. [REDACTED] alleges vehicle has been at dealer since Friday for "SRS" concern.
[REDACTED] alleges he was advised by Danny Chang service advisor a part had to be ordered and hasn't arrived yet.

Writer advised [REDACTED] since MBUSA hasn't been directly involved in the diagnosis or repair it is difficult to comment or speculate on any action taken thus far.

Writer advised [REDACTED] MBUSA does work through our authorized dealer locations. Writer advised Mr. [REDACTED] would contact the dealer on his behalf.

Writer advised [REDACTED] he may be contacted directly by the dealer.

Summary Notes

6/1/2005 19:12:44 Katina Clement 6262

Writer left message for Cameron Stewart service manager requesting call back.

6/1/2005 21:16:50 Katina Clement 6262

Cameron Stewart returned writer's call. Cameron stated part was ordered , originally thought to have arrived, but dealer has found out it is on back order.

Cameron stated backorder RO 517776 line A. Cameron stated he will attempt to find out additional information and call writer back.

6/1/2005 21:32:28 Katina Clement 6262

Cameron called writer back advised part number is 171545083228 for a SRS control unit. Cameron also stated he attempted to contact [REDACTED] but it just rang.

Writer provided Cameron phone number's on file for [REDACTED].

6/3/2005 13:19:54 William Maher 6250

Update from PAC:

Parts manager Rami Joukhadar advised me that the part was installed in the car on 6/02/05. This case is now closed

6/6/2005 12:37:10 NETSTAR

Name : Cameron Stewart (Service Manager)

Phone : 310-248-4225

Parts Availability

On Back Order

Reviewed with Customer

Yes (By Phone) (Review Date : 06/02/2005 14:00:00)

Customer Expectations

Met

Summary Note Information

Mercedes Benz of U.S.A

Note ID 902120 **Cus Ident** 17524357 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Whitehouse Station NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GROUP BRIDGEWATER NJ

Last Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GROUP BRIDGEWATER NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]
Mileage 500 **Prod Date** 12/15/2004 **Warr Date** 6/2/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/11/2005 19:21:45	Katina Clement	6262

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/11/2005 19:21:37	Katina Clement	6262

Summary Notes

7/11/2005 19:21:30 Katina Clement 6262

[REDACTED] called RAP Via Tele Aid # 64826479 stated SRS light was flashing intermittently. Writer offered to arrange for a flat bed advised MBUSA does not recommend driving vehicle as a precaution. [REDACTED] declined stating he was near the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 921126 **Cus Ident** 29180728 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New York NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 51114 RAY CATENA OF UNION LLC UNION NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 1500 **Prod Date** 9/22/2004 **Warr Date** 12/21/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/25/2005 15:25:02	Katina Clement	6262
Customer File Maintenanc	Mileage Update	08/25/2005 15:24:55	Katina Clement	6262

Summary Notes

8/25/2005 15:24:50 Katina Clement 6262

[REDACTED] called RAP via Tele Aid # 64994799. Customer stated he just had some work done on the door panel with the sub woofer and "SRS light came on."

Writer advised SRS light is for the airbag. Writer offered to have vehicle picked up. Customer declined stated he knows it was because "the work performed was behind the airbag."

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 944771 **Cus Ident** 26418328 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jacksonville

FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN
Sell Dlr 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Last Sell Dlr**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J55A [REDACTED]
Mileage 8488 **Prod Date** 3/29/2005 **Warr Date** 6/30/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/28/2005 14:50:29	Katina Clement	6262
Customer File Maintenan	Vehicle Relationship Update	10/28/2005 14:50:22	Katina Clement	6262
	Mileage Update	10/28/2005 14:50:22	Katina Clement	6262

Summary Notes

10/28/2005 14:50:10 Katina Clement 6262

[REDACTED] called RAP via Tele Aid 15674822. [REDACTED] states "the SRS light is on."

Writer offered to arrange for a flat bed to dealer. Writer explained MBUSA does not recommend driving the vehicle as a precaution.

Writer advised if concern is determined to be warranty related , trip interruption may apply.

Writer advised payment for flat bed would need to be made up front since CCAS would need to be used.

[REDACTED] state "we will call the dealer to discuss out options first." Writer provided dealer phone number to customer.

Writer advised information has been saved should customer's wish to continue with arrangements.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 999773 **Cus Ident** 28456172 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Clayton NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 7000 **Prod Date** 3/17/2005 **Warr Date** 5/24/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/14/2005 13:36:08	Katina Clement	6262
Customer File Maintenan	Mileage Update	12/14/2005 13:35:59	Katina Clement	6262

Summary Notes

12/14/2005 13:35:55 Katina Clement 6262

Customer called RAP via Tele Aid 65517724. Customer states "I have a dent in the door."

Writer advised customer to schedule an appointment with the dealer to have inspected to determine necessary repairs.

Customer states "oh the SRS light was on too."

Writer advised customer MBUSA doesn't recommend driving the vehicle as a precaution since it has to do with h airbag's.

Writer offered to arrange for a flat bed to bring the vehicle to the closest authorized MB dealer.

Customer states "I'm driving now, I have to pick up my child, I will call back when I can."

Writer advised would document he declined service but will be calling back.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1019403 **Cus Ident** 30351843 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Gaithersburg MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J96X [REDACTED]
Mileage 2200 **Prod Date** 1/24/2005 **Warr Date** 7/11/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/29/2005 11:35:35	Katina Clement	6262
Customer File Maintenanc	Mileage Update	12/29/2005 11:35:28	Katina Clement	6262

Summary Notes

12/29/2005 11:35:24 Katina Clement 6262
 Customer called via Tele Aid 65599837 states "SRS light is on what does that mean?"
 Writer advised customer MBUSA does not recommend driving the vehicle.
 Writer offered to arrange for flat bed service to the dealer.
 Writer explained SRS has to do with his airbag system, and there is potentially a malfunction within that system.
 Customer states "I'm driving now, it's fine , are you serious."
 Customer states "I'll call you back declined service at this time."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1193548 **Cus Ident** 29552530 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Roswell GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14115 MERCEDES-BENZ OF DAYTONA DAYTONA BEACH FL
Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 16000 **Prod Date** 11/29/2004 **Warr Date** 1/28/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	05/03/2006 16:13:52	Katina Clement	6262
	Declined Tow - SRS Light On	05/03/2006 16:20:13	Katina Clement	6262

Summary Notes

5/3/2006 16:13:52 Katina Clement 6262

Roadside - Other [See Roadside Ticket ID: 2801662]

5/3/2006 16:20:05 Katina Clement 6262

[REDACTED] states "the SRS light is on. How serious is this?"
 Writer explained the vehicle is detecting a possible malfunction within the airbag system.

Writer advised would arrange for flat bed service to MB Daytona Beach since they are closest to customer location.

Customer states "I will need a car in it's place."

Writer advised since RAP does not have access to loaner/rentals offered dealer number.

Customer states "we were on our way to dinner. I will call back."

Writer advised customer of 800 number, X 6262 as well.

5/4/2006 10:04:39 Honora Duffy 6307

Bruce from Daytona called - vehicle is @dealership (customer must have drove it in himself instead of using RAF dealer will address

5/5/2006 10:50:51 Honora Duffy 6307

Bruce called to update - vehicle has been repaired - customer is back in vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 908424 **Cus Ident** 22734089 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]
Phone ([REDACTED]) **Phone Location** Mobile

Assign Dlr

Sell Dlr 75126 Emp Leases - DCFS Trust MBUS.

Last Sell Dlr 32507 MERCEDES-BENZ OF NEW ORL METAIRIE LA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J95A [REDACTED]
Mileage 148 **Prod Date** 11/5/2004 **Warr Date** 12/28/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	07/25/2005 20:08:06	Diane Mangam	6259

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/25/2005 20:08:46	Diane Mangam	6259

Summary Notes

7/25/2005 20:07:12 Diane Mangam 6259

Customer stated his SRS light was on. Customer refused to be towed stating he was close to home and would drive home and call his nearest dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 922357 **Cus Ident** 28460262 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Aliso Viejo CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 6061 **Prod Date** 3/30/2005 **Warr Date** 5/26/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/29/2005 22:32:13	Diane Mangam	6259
Survey Inquiries	Inbound Call - No Survey	08/29/2005 22:32:27	Diane Mangam	6259

Summary Notes

8/29/2005 22:31:53 Diane Mangam 6259

Customer's received a SRS malfunction warning.
 Customer stated he wanted to drive 2 miles to his home. He said he would call dealer in the morning for a tow to dealer for evaluation of the SRS system.
 Customer refused tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1291460 **Cus Ident** 23639945 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Canton OH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr

Last Sell Dlr 62100 KEMPTHORN MOTORS, INC. CANTON OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J15A [REDACTED]
Mileage 6000 **Prod Date** 2/3/2005 **Warr Date** 10/31/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/10/2006 19:02:59	Diane Mangam	6259

Summary Notes

7/10/2006 19:02:21 Diane Mangam 6259

SRS Warning light on - writer advised to tow vehicle - customer said he would drive to dealership immediately - customer very close to dealer in Canton OH.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1497892 **Cus Ident** 2173498 **Legal** **Note Type** Roadside Assistance
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Yardley PA [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr

Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHINGTON PA
Last Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHINGTON PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [Redacted] **World Vin:** WDBUF82J55X [Redacted]
Mileage 35000 **Prod Date** 9/9/2004 **Warr Date** 10/15/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	12/03/2006 13:04:13	Diane Mangam	6259
	Declined Tow - SRS Light On	12/03/2006 13:04:22	Diane Mangam	6259

Summary Notes

12/3/2006 13:03:05 Diane Mangam 6259

SRS warning - Advise customer not to drive - advised to tow vehicle - customer declined stating she would be without a car.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 2564676 **Cus Ident** 29805973 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Hobart IN [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL
Last Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 31686 **Prod Date** 3/31/2005 **Warr Date** 5/2/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/30/2008 10:49:58	Diane Mangam	6259

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/30/2008 10:49:58	Diane Mangam	6259
Air Bags	Airbag	03/30/2008 10:50:02	Diane Mangam	6259

Summary Notes

3/30/2008 10:49:37 Diane Mangam 6259

Primary Phone: [REDACTED]
Current Mileage: 31686
Dealer(s) involved: N/A

Customer called on teleaid # 71160829 stating he has a msg on his display stating that SRS Malfunction Visit Workshop. Writer advised tow to nearest dealer. Customer stated he had a 200 mile trip he must take in his CLS500. Customer stated he would think about whether he wants to tow or not and will call back. Customer at present declined the tow.

Situation:

Action Taken:

Summary Note Information

Mercedes Benz of U.S.A

Note ID 909176 **Cus Ident** 46912590 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

East Stroudsburg PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD

Sell Dlr 72320 BAKER MOTOR COMPANY OF C CHARLESTON SC

Last Sell Dlr 72320 BAKER MOTOR COMPANY OF C CHARLESTON SC

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED]
Mileage 3072 **Prod Date** 2/4/2005 **Warr Date** 3/22/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	07/27/2005 10:36:28	Reina Rojas	6367
	Part(s) on Backorder	07/27/2005 10:36:28	Reina Rojas	6367

Summary Notes

7/27/2005 10:36:10 Reina Rojas 6367

Primary Phone: [REDACTED]
 Current Mileage: 3072
 Dealer(s) involved: 34107

Situation: [REDACTED] called CAC requesting assistance for part availability. Owner alleged "SRS, ESP visit workshop and Active Head Lamp currently unavailable warning lamps have been on for the past three (3) weeks

Customer alleged he called selling dealer 72320 and dealer 34107 for repairs. Dealer allegedly advised customer he needs a "steering column sensor replacement" and allegedly the part is not being shipped from Germany.

Writer apologized to customer for inconvenience and advised I would document his concerns and share them with the appropriate individuals.

7/27/2005 10:37:31 Reina Rojas 6367

Writer called and left SPOM Brian Maloney a voice msg regarding above issue.

7/27/2005 15:54:14 Robyn Letz 6209

From PAC:
 Dealer has no record of this customer, or vin #

Summary Notes

7/27/2005 16:05:13 Reina Rojas 6367

Writer spoke with both SM Carlos & SPOM Brian Maloney regarding customer driving around with SRS warning Lamp on. Per SM Carlos customer refused to bring vehicle into dealer for inspection and demanded dealer place an order for the steering column sensor. SM Carlos also advised customer has an "aftermarket radar detector hooked up to the vehicle."

Writer also spoke with SM Pierre at dealer 72320 who claimed he advised customer he should not be driving with SRS warning lamp on.

Writer called customer to advised vehicle should be brought into dealer for proper diagnostic as customer alleged dealer 72320 allegedly advised over the phone that he had seen "4 of these vehicle need module replacement and allegedly Germany is not releasing part because they don't know what the cause of the problem is". Customer stated various times that writer was not answering his question "what if steering column sensor is the part needed to solve the problem what is MBUSA going to do then?"

Writer advised customer that with out a proper diagnostic we can not determine what is causing SRS & other warning lamp to come on. Writer again suggested he bring vehicle into dealer for service. Customer stated he will bring vehicle into dealer 72320 for service.

8/2/2005 15:24:59 BRIAN MALONEY

SM at 34107 phoned writer. Cust vehicle brought in for diagnosis. Diagnosis reveals need for B/O part. Cust may be upset due to cust had called selling dealer and selling dealer advised that this B/O part was the needed part to take care of issue. Servicing dealer policy is to perform own diagnostic work before acquiring any needed parts. SM states that cust would call MBUSA to complain. Dealer providing car for 3 days before beginning to charge customer.

8/3/2005 17:01:09 NETSTAR

Name : Carlos Arzabe (Service Manager)
Phone : 443-875-0263

Reviewed with MBUSA
Service and Parts Operations Manager

Reviewed with Customer
Yes (In Person) (Review Date : 08/01/2005 14:00:00)

Customer Expectations
Met

Appointment
Made (Appointment Date : 08/02/2005 00:00:00)
Kept

Summary Note Information

Mercedes Benz of U.S.A

Note ID 925543 **Cus Ident** 26119269 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fullerton CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 18750 **Prod Date** 9/29/2004 **Warr Date** 10/22/2004 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/07/2005 14:26:59	Reina Rojas	6367

Summary Notes

9/7/2005 14:26:41 Reina Rojas 6367

Primary Phone: [REDACTED]
 Current Mileage: 18750
 Dealer(s) involved: 05759

Situation: [REDACTED] called CAC (please see referral # 183017) alleging she is ready to "invoke the lemon law" and requests that MBUSA "take back the vehicle".

[REDACTED] alleges the vehicle has been brought to the dealer for "GPS, Radio , A/C unit replacements, SRS warning lamp, and driver side seat malfunctions" customer also claimed that the two (2) times she went to use teleaid, it did not work. Customer stated "my heart is palpitating...this car is taking months off my life...I'm about to have a heart attack". Customer then claimed she had a "couple of late payments" on her vehicle and requested if MBUSA could "remove" those late payments as a "courtesy" for the issues, she's had with vehicle.

Writer asked [REDACTED] if she had reviewed matter with service manager. Customer claimed she is waiting on a call from SM Chris. Writer advised customer I would call SM on her behalf.

Action Taken: Writer called and left SM Chris voice mail regarding above matter.

Summary Notes

9/15/2005 17:52:20 Reina Rojas 6367

SPOM E-mail sum note up dates:

Hello Carl,

I spoke to [REDACTED] yesterday after playing phone tag for 1-2 days. When I mentioned the words of the vehicle "not being a buy back" she had an intense reaction as if she could not think, breathe or speak any more. Then another person by the name of [REDACTED] continued the conversation. He spoke about her extreme need of safety; need of trust the vehicle in remote locations and late evening hours. Then he added about her having been raped in the past. He stated he thought the vehicle has been in 14-15 times and has been "down" for over a month. He was going to review his records since we show 9 total visits and 14-15 days down. He said he would call me back. I did offer to reimburse a month's lease payment as a goodwill gesture or to wait and monitor the performance of the vehicle for a month or two. At that time we will still honor the reimbursement offer or review the vehicle again should other complaints arise. I will wait for a few days and if no contact is made to Caliber Motors I will contact them again.

Keeping you posted,

Chris

9/15/2005 17:53:52 Reina Rojas 6367

Hey Carl,

This is an update.

Just spoke to her again. She is coming in next week for Easy Entry operations being intermittent, brake light on and double checking the Tele-Aid system. She basically "just doesn't feel safe and can't trust the vehicle" for fear of being stranded and also not being able to contact Tele-Aid. This is greatly based on her being "a recent rape victim". Even items that do not concern the vehicle breaking down keep giving her mental and physical traumatic reactions. We spoke in length about her concerns. She does appear to understand MB USA is not buying the car back but along with Caliber Motors, will keep monitoring any future situations as need be.

Thank you,
Chris

Summary Note Information

Mercedes Benz of U.S.A

Note ID 928015 **Cus Ident** 3362435 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Corona Del Mar CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 3400 **Prod Date** 11/5/2004 **Warr Date** 5/29/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/14/2005 12:45:19	Reina Rojas	6367
Vehicle Quality	Poor Design of Component(s)	09/14/2005 12:45:43	Reina Rojas	6367
	Overall Dissatisfaction with Quality	09/14/2005 12:45:43	Reina Rojas	6367
Survey Inquiries	IBS - Initial Buyer Survey	09/14/2005 12:45:33	Reina Rojas	6367

Summary Notes

9/14/2005 12:45:05 Reina Rojas 6367

Primary Phone: [REDACTED]
Current Mileage: 3400
Dealer(s) involved: 05101

Situation: [REDACTED] called CAC to discuss his IBS survey.

IBS Overall Rating: "very dissatisfied" Survey Comments: Rated "poor" for 2b-f; under suggestions for improvement of the E500 for the future, customer wrote "The seats need substantial improvements".

Customer expressed his overall "dissatisfaction" with dealer 05101 services and quality of vehicle. Customer stated "If I could drive the vehicle off a cliff I would". Customer claimed vehicle has been into the dealer 5 times for electrical issues-including: seats at time have no power, radio malfunctions...airbag activated warning lamps on...etc. Customer claimed "every one I talk to I tell them I would never buy a Mercedes-Benz...the dealer is pathetic...and the seats are like a rock on my back , I can't drive for more than 45 min without having to stop...I haven't had any braking problems or undo acceleration as I have heard from other people... I am doing everythin possible to get out of this vehicle".

Customer claimed he looked in the internet and alleged that under owner reviews, that "20% of the owner's complaint about the seats in the vehicle". Customer again expressed his overall "dissatisfaction" with quality of vehicle and dealer service and claimed he would "never buy another MB" and that "BMW is far superior in quality and service".

Writer apologized to customer for experience, advised I would document his comments/concerns and share them with the appropriate individuals. Writer also thanked customer for taking the time to call MBUSA and provide us with his feedback.

Action Taken: Sent MM, SPOM & dealer a NTMT. Forwarded sum note to survey and follow up dept.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1243793 **Cus Ident** 310446 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Port Washington NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 55138 MERCEDES-BENZ OF SMITHTO ST. JAMES NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 1785 **Prod Date** 12/13/2005 **Warr Date** 1/13/2006 **Model** E350W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	06/07/2006 11:40:57	Reina Rojas	6367

Summary Notes

6/7/2006 11:39:49 Reina Rojas 6367

Per Judy from ATX customer has SRS warning lamp on. Customer ended teleaid call before Judy transferred over to Writer. MMA inoperable.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1294970 **Cus Ident** 9221638 **Legal** **Note Type** Roadside Assistance
Customer Address [REDACTED]

New Providence NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51114 RAY CATENA OF UNION LLC UNION NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J46X [REDACTED]
Mileage 2900 **Prod Date** 11/11/2005 **Warr Date** 4/29/2006 **Model** E500W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/12/2006 19:04:22	Andrew Geiger	6248

Summary Notes

7/12/2006 19:04:14 Andrew Geiger 6248
 srs light on. advised customer of dangers of driving vehicle, offered tow. customer will contact dealer in the am

Summary Note Information

Mercedes Benz of U.S.A

Note ID 783714 **Cus Ident** 24829734 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
 Assign Dlr
Sell Dlr 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J35X [REDACTED]
Mileage 531 **Prod Date** 6/2/2004 **Warr Date** 8/17/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	09/05/2004 11:07:51	Edna Martin	6275

Summary Notes

9/5/2004 11:07:33 Edna Martin 6275

Customer called Roadside stating that the SRS light is on and will not go out - customer further stated that this w be the 4th time that the vehicle had to go to the Service Dept. Customer will use an alternate vehicle and contac dealership on Tuesday, 9/7/04. Additionally, customer stated he believes this vehicle is a lemon - customer will address concerns with the Service Mgr.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 838996 **Cus Ident** 26110041 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Downey CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Last Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]
Mileage 6668 **Prod Date** 9/2/2004 **Warr Date** 10/19/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	02/06/2005 13:35:21	Edna Martin	6275

Summary Notes

2/6/2005 13:35:03 Edna Martin 6275

SRS light on in the vehicle - customer declined a tow - inconvenient will call dealership on Monday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 872629 **Cus Ident** 5354484 **Legal** **Note Type** Summary Note
Customer [Redacted] **Address** [Redacted]

Ann Arbor MI [Redacted]
Phone ([Redacted]) **Phone Location** Residence
Assign Dlr

Sell Dlr 39128 MERCEDES-BENZ OF ANN ARB ANN ARBOR MI
Last Sell Dlr 39128 MERCEDES-BENZ OF ANN ARB ANN ARBOR MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [Redacted] **World Vin:** WDBUF83J75X [Redacted]
Mileage 1860 **Prod Date** 9/8/2004 **Warr Date** 10/25/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	04/23/2005 15:27:08	Edna Martin	6275

Summary Notes

4/23/2005 15:26:56 Edna Martin 6275

SRS light on - customer will continue to drive home and contact the dealership on Monday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 891732 **Cus Ident** 5938332 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Charleston TN [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 74312 LONG OF CHATTANOOGA CHATTANOOGA TN
Last Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 1 **Prod Date** 10/21/2004 **Warr Date** 2/2/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/10/2005 16:53:45	Edna Martin	6275

Summary Notes

6/10/2005 16:53:16 Edna Martin 6275
 SRS light - customer advised to tow - customer will press I button for dealership connection.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 893968 **Cus Ident** 26535514 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Enterprise AL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL
Last Sell Dlr 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 3072 **Prod Date** 2/11/2005 **Warr Date** 3/16/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	06/18/2005 17:04:36	Edna Martin	6275

Summary Notes

6/18/2005 17:04:23 Edna Martin 6275
 SRS light on - customer declined tow - will contact dealership on Monday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 899346 **Cus Ident** 13731605 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Irvine CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 2670 **Prod Date** 9/13/2004 **Warr Date** 10/27/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	07/01/2005 16:11:02	Edna Martin	6275

Summary Notes

7/1/2005 16:10:35 Edna Martin 6275
 SRS light on - customer declined tow requested to be conferenced with dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 904740 **Cus Ident** 3567848 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Smithtown NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55138 MERCEDES-BENZ OF SMITHTO ST. JAMES NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 1 **Prod Date** 1/26/2005 **Warr Date** 2/28/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	07/16/2005 13:29:51	Edna Martin	6275

Summary Notes

7/16/2005 13:29:27 Edna Martin 6275
 SRS light on - customer declined tow - has an app't on Tuesday - will park vehicle and take it in on Tuesday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 912266 **Cus Ident** 26562303 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Westport CT [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 3580 **Prod Date** 2/9/2005 **Warr Date** 3/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/03/2005 17:29:33	Edna Martin	6275

Summary Notes

8/3/2005 17:29:10 Edna Martin 6275
 SRS light flashing on /off - customer declined tow has to be somewhere - will take vehicle to dealership

Summary Note Information

Mercedes Benz of U.S.A

Note ID 928796 **Cus Ident** 28490379 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Brookfield CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09116 MERCEDES-BENZ OF DANBUR' DANBURY CT
Last Sell Dlr 80104 MERCEDES-BENZ OF FREDERI FREDERICKSBU VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 1 **Prod Date** 2/14/2005 **Warr Date** 5/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/15/2005 17:30:02	Edna Martin	6275

Summary Notes

9/15/2005 17:29:49 Edna Martin 6275
 SRS will contact dealership via "I button" Declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 942177 **Cus Ident** 26593823 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Telford PA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 67294 KEENAN MOTORS DOYLESTOWN PA
Last Sell Dlr 67294 KEENAN MOTORS DOYLESTOWN PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J85X [REDACTED]
Mileage 2627 **Prod Date** 12/13/2004 **Warr Date** 4/22/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/20/2005 15:24:43	Edna Martin	6275

Summary Notes

10/20/2005 15:24:32 Edna Martin 6275

Customers SRS light on - customer declined tow will call the service advisor at the dealership. Customer current in driveway at home.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1081921 **Cus Ident** 26309793 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Great Neck NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 12 **Prod Date** 3/4/2005 **Warr Date** 4/21/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/14/2006 17:27:28	Edna Martin	6275

Summary Notes

2/14/2006 17:27:16 Edna Martin 6275
 Customer declined tow - SRS light on - customer will drive to dealership -

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1117462 **Cus Ident** 26099253 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Morton Grove IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL
Last Sell Dlr 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]
Mileage 4064 **Prod Date** 12/17/2004 **Warr Date** 4/26/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/12/2006 10:12:48	Edna Martin	6275

Summary Notes

3/12/2006 10:12:37 Edna Martin 6275
 srs light - cust w/arrange a tow Monday 3/13

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1218929 **Cus Ident** 14383584 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Rockville MD [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dlr

Sell Dlr 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

Last Sell Dlr 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 5900 **Prod Date** 3/15/2005 **Warr Date** 6/4/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/21/2006 14:32:10	Edna Martin	6275

Summary Notes

5/21/2006 14:31:39 Edna Martin 6275
Customer declined tow - SRS light on - will drive to dealer Monday, 5/22

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1649975 **Cus Ident** 39290124 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntington NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J85X [REDACTED]
Mileage 26108 **Prod Date** 8/26/2004 **Warr Date** 12/30/2004 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/07/2007 11:38:59	Edna Martin	6275

Summary Notes

3/7/2007 11:38:46 Edna Martin 6275
 SRS light - customer declined tow - will call dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2922379 **Cus Ident** 26425328 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manasquan NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ
Last Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]
Mileage 46790 **Prod Date** 12/13/2005 **Warr Date** 2/7/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/19/2008 16:45:15	Edna Martin	6275

Summary Notes

12/19/2008 16:44:58 Edna Martin 6275

Primary Phone: [REDACTED]
 Current Mileage: 46790
 Dealer(s) involved: N/A

Situation: SRS light on customer declined tow and requested to be connected to Contemporary Motors.

Action Taken: Writer transferred call back to ATX for dealer connection.

12/19/2008 16:45:00 Edna Martin 6275

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3222155 **Cus Ident** 44372601 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lafayette LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir
Sell Dir

Last Sell Dir 32518 MOSS MOTORS LAFAYETTE LA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 37905 **Prod Date** 5/9/2005 **Warr Date** 12/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	CPO Inquiry	06/26/2009 17:57:14	Edna Martin	6275

Summary Notes

6/26/2009 17:57:01 Edna Martin 6275

Primary Phone: [REDACTED]
 Current Mileage: 37905
 Dealer(s) involved: N/A

Situation: Customer states the battery light, srs and the beam lights are on. Customer requested to verify her warranty. Customer on vacation and scheduled to go to S. Orlando 6/27 at 8am.

Action Taken: Writer verified the warranty as requested.

6/26/2009 17:57:58 Edna Martin 6275

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3472418 **Cus Ident** 12521622 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Rockville MD [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dlr 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 31000 **Prod Date** 10/21/2004 **Warr Date** 2/21/2005 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/30/2009 11:44:59	Edna Martin	6275

Summary Notes

11/30/2009 11:44:12 Edna Martin 6275

What did the customer say? Bruce Raaka called to state that the veh was taken for service B and he advised the SA that the SRS light has been on for less than 6 months ago. Cust states he was advised by the SA the price to repair the SRS light is \$900. Cust states that this problem is all over the internet concerning these vehicles. Cust states that the expense is not shared, this will be his last MB.

What was your response? Writer inquired if cust has spoken with the SM and his response was negative. However, cust states the SA will speak with the SM and get back to him. Writer advised cust the SM will be notified of his call.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

11/30/2009 11:45:05 Edna Martin 6275

No Escalation Required

11/30/2009 11:45:39 Edna Martin 6275

For your information

12/1/2009 15:25:49 Jennifer Burton 7843

Writer spoke with SrvM Marc. Marc stated that dealer covered repairs 100% goodwill.

Summary Notes

12/1/2009 15:25:57 Jennifer Burton 7843

No Further Action

Summary note rvwed By: Jennifer Burton on: 12/01/2009 : 15:26:05

Summary Note Information

Mercedes Benz of U.S.A

Note ID 803383 **Cus Ident** 25365030 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Spring TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX
Last Sell Dlr 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70JX5A [REDACTED]
Mileage 1 **Prod Date** 8/23/2004 **Warr Date** 9/30/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	11/08/2004 11:36:29	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/08/2004 11:36:31	CACS09Y	

Summary Notes

11/8/2004 11:36:24 Anthony Turturiello

The customer called stating that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system would be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer agreed to have vehicle towed to dealer. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 829550 **Cus Ident** 26348144 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

La Habra CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Last Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 1900 **Prod Date** 10/22/2004 **Warr Date** 12/10/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	01/13/2005 12:47:13	CACS09Y	
	Wait Time Too Long	01/13/2005 12:47:13	CACS09Y	

Summary Notes

1/13/2005 12:46:52 Anthony Turturiello

The customer called claiming that she called for roadside service on 1/12/05. The customer alleges that she was experiencing numerous electrical issues with her vehicle such as her interior dashboard lights blinking on and off SRS warning light appeared, and her exterior lights flickered intermittently.

The customer claimed that she was heading home when this occurred and the roadside agent informed customer that she would page at technician that would contact her in 15min, however no one ever called her back. The customer alleges that she drove vehicle directly to dealer 05734 for repairs.

I advised that customer that the SRS (Supplemental Restraint System) light means that the airbag system would be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer was informed that at tow should have been sent for the SRS light and other electrical malfunctions.

I advised the customer that there was an error with the page being sent out , and that I would document issue into MBUSA database. I then informed customer that I would inform the Roadside Department of what occurred. The customer was pleased. AT

1/13/2005 12:51:36 Anthony Turturiello

The sum note was given to Roadside Team Leader, Bernadette Cavanaugh. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 844595 **Cus Ident** 30985807 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Monroeville PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 68206 BUD SMAIL MOTORCARS, LTD. GREENSBURG PA
Last Sell Dlr 68206 BUD SMAIL MOTORCARS, LTD. GREENSBURG PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]
Mileage 7 **Prod Date** 11/24/2004 **Warr Date** 12/31/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	02/20/2005 13:04:15	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/20/2005 13:04:17	CACS09Y	

Summary Notes

2/20/2005 13:04:08 Anthony Turturiello

The customer called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system would be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer did not want a tow instead customer will contact dealer tomorrow. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 850449 **Cus Ident** 13059097 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fort Lauderdale FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]
Mileage 2428 **Prod Date** 7/14/2004 **Warr Date** 8/13/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	03/07/2005 14:17:06	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/07/2005 14:17:09	CACS09Y	

Summary Notes

3/7/2005 14:17:02 Anthony Turturiello

The customer called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system would be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer did not want a tow instead customer will drive to the dealer despite the risk of danger. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 859506 **Cus Ident** 21796049 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Charlottesville VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80127 BROWN EUROPEAN IMPORTS CHARLOTTESVI VA

Last Sell Dlr 80127 BROWN EUROPEAN IMPORTS CHARLOTTESVI VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 8000 **Prod Date** 8/31/2004 **Warr Date** 9/24/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	03/28/2005 10:21:50	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	03/28/2005 10:21:40	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/28/2005 10:21:42	CACS09Y	

Summary Notes

3/28/2005 10:21:34 Anthony Turturiello

[REDACTED] called claiming that he placed a notebook on his passenger front seat and then the passenger airbag deactivated light came on, however it cleared when the object was removed. Writer informed customer th the sensors sensed a light object on the seat and so the passenger airbag was deactivated.

The customer then claimed that the SRS (Supplemental Restraint System) light came on and I informed custome that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer did not want a tow instead customer will drive to the dealer despite the risk of danger. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 892669 **Cus Ident** 45033381 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jupiter

FL [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 31403

TAFEL MOTORS, INC.

LOUISVILLE

KY

Last Sell Dlr 31403

TAFEL MOTORS, INC.

LOUISVILLE

KY

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2193751A [REDACTED]

World Vin: WDDDJ75X56A [REDACTED]

Mileage 3500 **Prod Date** 1/20/2005 **Warr Date** 2/19/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	06/14/2005 18:48:47	CACS09Y	
	Declined Tow	06/14/2005 18:48:47	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	06/14/2005 18:48:11	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/14/2005 18:48:13	CACS09Y	

Summary Notes

6/14/2005 18:48:07 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer declined a tow despite the risk of danger. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 896022 **Cus Ident** 22973970 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Palmdale CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Dir
Last Sell Dir 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 6000 **Prod Date** 10/12/2004 **Warr Date** 11/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	06/23/2005 16:43:55	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/23/2005 16:43:57	CACS09Y	

Summary Notes

6/23/2005 16:43:50 Anthony Turturiello
 Roadside Call # 139 1648

Mr. Robert Henderson, Manager of Enterprise Rental , called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer agreed to have vehicle towed. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 898636 **Cus Ident** 6039436 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chicago IL [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr 22420 AUTOHAUS ON EDENS, LLC NORTHBROOK IL
Sell Dlr 22420 AUTOHAUS ON EDENS, LLC NORTHBROOK IL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J45X [REDACTED]
Mileage 4711 **Prod Date** 6/25/2004 **Warr Date** 12/17/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	06/30/2005 12:35:11	CACS09Y	
	Overall Dissatisfaction with Quality	06/30/2005 12:35:11	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	06/30/2005 12:35:26	CACS09Y	
Customer at Risk	Loyal Customer	06/30/2005 12:35:21	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	06/30/2005 12:35:34	CACS09Y	
Air Bags	Airbag	06/30/2005 12:35:29	CACS09Y	

Summary Notes

6/30/2005 12:34:54 Anthony Turturiello

Closed Referral #: 180 805
Dedup function inoperative

██████████ called for a status update regarding the above closed referral. Writer advised customer that the Regional Management believes that the SRS and Transmission issues have been resolved. The customer was then informed that his request for a repurchase/trade out was denied, however MBUSA will provide the customer with one lease payment reimbursement for the troubles with the vehicle.

The customer claimed that first of all he paid cash for the vehicle and secondly the vehicle is back at the dealer for an SRS issue. The customer also alleges that his vehicle's clock is inoperative. The customer believes that this vehicle is having far too many issues.

The customer alleged that he has been purchasing MB vehicles from 1972-1994, then switched to Lexus from 1994-2004, and now back to MB, however he believes that if MB does not make right on this bad situation he will pursue the "Lemon Law" and leave MB.

Writer advised customer that his issue would be documented and forwarded. AT

6/30/2005 15:47:13 Anthony Turturiello

Writer left a vm for Service Manager, Chuck Turk, to call me regarding the above situation at (201)476-6339. AT

Summary Notes

6/30/2005 16:36:25 Anthony Turturiello

Cleophus Gaines
06/30/2005 04:26 PM

To: Anthony Turturiello/171/DCAG/DCX@WK-COOP
cc:
Subject: Re: Summary NTMT note - [REDACTED]

Tony,
FYI....

Regards,

Cleo Gaines, SPOM
Mercedes-Benz , LLC
Chicago Regional Office
Field Office 1-800-634-6262 Ext 7421
Cell 847-308-5506
FAX 630-226-0716

----- Forwarded by Cleophus Gaines/171/DCAG/DCX on 06/30/2005 03:25 PM -----

Cleophus Gaines
06/30/2005 03:07 PM

To: "cacs09y@mb_rs1" <cacs09y@mbusa.com>@MBUSA
cc: Bradley Beer/171/DCAG/DCX@WK-COOP , cturck@aoemb.net
bcc:
Subject: Re: Summary NTMT note - [REDACTED]

Anthony,
I talked with the service manager and the customer has requested an ELW. I will process the request today.

Regards,

Cleo Gaines , SPOM
Mercedes-Benz, LLC
Chicago Regional Office
Field Office 1-800-634-6262 Ext 7421
Cell 847-308-5506
FAX 630-226-0716

Summary Note Information

Mercedes Benz of U.S.A

Note ID 901752 **Cus Ident** 10850374 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Burlington MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA
Sell Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA
Last Sell Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 9369 **Prod Date** 8/16/2004 **Warr Date** 10/24/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/10/2005 11:12:43	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	07/10/2005 11:12:20	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/10/2005 11:12:22	CACS09Y	

Summary Notes

7/10/2005 11:12:15 Anthony Turturiello

[REDACTED] Drinkwater called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer did not want a tow instead customer will drive to the dealer 36100 tomorrow despite the risk of danger. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 907099 **Cus Ident** 40753583 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Vero Beach FL [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 33102 PRIME MOTOR CARS SCARBOROUGH ME
Sell Dlr 14124 MERCEDES-BENZ OF SOUTH C ORLANDO FL
Last Sell Dlr 14141 MERCEDES-BENZ OF MELBOUI MELBOURNE FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 6313 **Prod Date** 2/14/2005 **Warr Date** 4/10/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/21/2005 15:46:16	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/21/2005 15:46:18	CACS09Y	

Summary Notes

7/21/2005 15:46:12 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer declined tow offer. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 911236 **Cus Ident** 10684609 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Morristown NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ
Last Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]
Mileage 1 **Prod Date** 12/14/2004 **Warr Date** 4/23/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	08/01/2005 17:12:23	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/01/2005 17:12:25	CACS09Y	

Summary Notes

8/1/2005 17:12:19 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer declined tow offer. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 911833 **Cus Ident** 10670520 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Holmen WI [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 86429 ROSEMURGY INTERNATIONAL WAUSAU WI

Sell Dlr 86429 ROSEMURGY INTERNATIONAL WAUSAU WI

Last Sell Dlr 42406 SEARS IMPORTED AUTOS, INC MINNETONKA MN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]
Mileage 11225 **Prod Date** 2/15/2005 **Warr Date** 3/31/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	08/02/2005 19:36:07	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	08/02/2005 19:35:36	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/02/2005 19:35:24	CACS09Y	
Air Bags	Airbag	08/02/2005 19:35:18	CACS09Y	

Summary Notes

8/2/2005 19:35:12 Anthony Turturiello
 Roadside # 323 8406

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed and a tow is recommended.

The customer then claimed to have the battery visit workshop light on. Writer advised customer to have vehicle towed since he might have an alternator or broken belt. The customer stated that he wanted to drive home and then have the tow sent to his home. Writer did advise customer of the danger of driving with his current malfunctions. Writer set up tow for customer. AT

Summary Notes

8/4/2005 12:18:38 Arnold Almaguer 4621

██████████ called the CAC and requested copies of the Roadside Tickets that were generated each time he called for assistance.

Writer advised customer that I will have to review whether that is accessible or not.

Writer emailed Frank Berenz to inquire about our company policy.

8/4/2005 13:23:54 Cynthia Feuss 6289

Owner states he wants copies of "every time I have pressed the TeleAid Info or Roadside button." I transferred owner to TeleAid Response Center & provided him with their 800#

8/4/2005 13:33:33 Arnold Almaguer 4621

Writer spoke with Rob, the Service Manager.

Writer opened referral.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 946945 **Cus Ident** 4352170 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 1650 **Prod Date** 4/4/2005 **Warr Date** 5/10/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/03/2005 18:56:31	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	11/03/2005 18:56:22	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/03/2005 18:56:24	CACS09Y	

Summary Notes

11/3/2005 18:56:19 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer did not want a tow instead customer will drive to the dealer. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 967667 **Cus Ident** 20745456 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL
Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL
Last Sell Dlr 01303 JACK INGRAM MOTORS, INC. MONTGOMERY AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 8700 **Prod Date** 10/19/2004 **Warr Date** 12/10/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	11/21/2005 13:02:08	CACS09Y	
	Overall Dissatisfaction with Service	11/21/2005 13:02:08	CACS09Y	
Roadside	Declined Tow - SRS Light On	11/21/2005 13:01:55	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	11/21/2005 13:01:36	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/21/2005 13:01:38	CACS09Y	

Summary Notes

11/21/2005 13:01:30 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer claimed to have taken the vehicle to Bill Ussery Motors and they advised customer that the issue is probably just a short in the system. The customer then claimed that their next available appointment would be in 2 weeks since they are backed up.

Writer advised customer that the certified MB dealers are independently owned/operated and the dealers organize their appointments. The customer was advised not to drive vehicle and to have it towed to this dealer or another certified dealer. The customer claimed that she will think about it and then call back for a roadside tow. The customer did claim that she did not like the way in which the dealer brushed off the severity of her issue. Writer advised customer that her issue would be documented and for customer to speak with dealer Service Manager regarding her concern. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 998416 **Cus Ident** 29288901 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oakland CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 5734 **Prod Date** 7/8/2005 **Warr Date** 9/2/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	12/13/2005 15:49:36	CACS09Y	
	Declined Tow - SRS Light On	12/13/2005 15:49:36	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	12/13/2005 15:49:21	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/13/2005 15:49:19	CACS09Y	

Summary Notes

12/13/2005 15:49:15 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer declined tow and will visit dealer. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1027792 **Cus Ident** 31224721 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baltimore MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Last Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 10696 **Prod Date** 3/22/2005 **Warr Date** 5/11/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	01/04/2006 18:28:44	CACS09Y	
	Declined Tow - SRS Light On	01/04/2006 18:28:44	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/04/2006 18:28:48	CACS09Y	

Summary Notes

1/4/2006 18:28:28 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I inform customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer declined tow offer. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1120738 **Cus Ident** 26188717 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Little Neck NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 56106 HELMS BROS., INC. BAYSIDE NY
Sell Dlr 56106 HELMS BROS., INC. BAYSIDE NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 26232 **Prod Date** 10/13/2004 **Warr Date** 10/31/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	03/14/2006 12:37:52	CACS09Y	
	Electrical Problem	03/14/2006 12:26:24	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	03/14/2006 12:37:45	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/14/2006 12:26:24	CACS09Y	
Air Bags	Airbag	03/14/2006 12:37:43	CACS09Y	

Summary Notes

3/14/2006 12:26:25 Anthony Turturiello
 Roadside - Electrical Problem [See Roadside Ticket ID: 2745362]
 3/14/2006 12:37:37 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed.

Writer advised customer that an immediate tow would be needed, however customer declined and decided to drive to her destination first. The customer then wanted a tow to dealer 56106. The tow was set up. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1122922 **Cus Ident** 25841987 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oakland CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA
Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA
Last Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 29525 **Prod Date** 9/1/2004 **Warr Date** 10/15/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	03/15/2006 17:53:38	CACS09Y	
	Electrical Problem	03/15/2006 17:47:42	CACS09Y	
Airbag / Restraint System:	Airbag Inquiry	03/15/2006 17:53:29	CACS09Y	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/15/2006 17:47:42	CACS09Y	
Air Bags	Airbag	03/15/2006 17:53:26	CACS09Y	

Summary Notes

3/15/2006 17:47:44 Anthony Turturiello
 Roadside - Electrical Problem [See Roadside Ticket ID: 2746837]
 3/15/2006 17:53:21 Anthony Turturiello

[REDACTED] called claiming that the SRS (Supplemental Restraint System) light came on and I informed customer that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The vehicle was towed to dealer 05626. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916257 **Cus Ident** 12190314 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Trabuco Canyon CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 24571 **Prod Date** 10/20/2004 **Warr Date** 12/17/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/14/2005 18:42:41	James Thompson	6340

Summary Notes

8/14/2005 18:42:30 James Thompson 6340
 SRS light - declined tow offer - driver [REDACTED] decided to drive the car

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1276878 **Cus Ident** 8039836 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oak Park CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 13000 **Prod Date** 9/5/2005 **Warr Date** 10/17/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/29/2006 20:01:26	James Thompson	6340

Summary Notes

6/29/2006 20:01:15 James Thompson 6340
 SRS LIGHT - DECLINED TOW

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1468896 **Cus Ident** 29412448 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 14302

MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr 14302

MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2110261A [REDACTED]**World Vin:** WDBUF26J85A [REDACTED]**Mileage** 21588 **Prod Date** 4/26/2005 **Warr Date** 9/24/2005 **Model** E320CD 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Class Action Lawsuit / Le	Lawsuit Pending	11/12/2006 17:59:49	James Thompson	6340
Roadside	Roadside Assistance Issue	11/12/2006 17:59:09	James Thompson	6340

Summary Notes

11/12/2006 17:58:29 James Thompson 6340

Driver, [REDACTED], the vehicle owners' husband was driving. [REDACTED] called CAC and spoke to this writer Spanish Only Speaker, utilized ATT Language Line interpreter 4679. [REDACTED] stated at 5:00PM while driving 30MPH, he struck the rear of another car at the intersection of 7th Street and Tamiami Canal Rd, in Miami. The vehicle in front of him was slowing to a stop for a red light. [REDACTED] claims the brakes did not perform properly. He believes the brakes should have worked better to stop his car. Also, he claims the airbags did not deploy. When asked what the damage was he stated the headlight lens(s) were broken. I asked if there were any injuries. Hidalgo stated that the police came and no one claimed injuries. Information in this report was shared with Shift Leader H. Quelal. [REDACTED] was offered the assistance of a tow and declined to have his car towed - electing to continue driving the car. Again, I offered to tow and was declined. He will drive the vehicle to the Coral Gables dealer and request the dealer inspect the braking system.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1576999 **Cus Ident** 32451727 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

West Chester PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN
Last Sell Dlr 67115 MERCEDES-BENZ OF WEST CHESTER WEST CHESTER PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 9619 **Prod Date** 11/24/2005 **Warr Date** 12/23/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/29/2007 15:30:13	James Thompson	6340

Summary Notes

1/29/2007 15:30:04 James Thompson 6340

Driver reported her SRS light came on - when I offered to tow she asked me if I was kidding. I explained the seriousness of the situation. I then heard her received a call on her cell phone and tell me to cancel this call - she will address it later. Tow offer was declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2768084 **Cus Ident** 31146036 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Acton MA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]
Mileage 14932 **Prod Date** 12/15/2005 **Warr Date** 3/7/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/26/2008 20:03:15	James Thompson	6340

Summary Notes

8/26/2008 20:03:03 James Thompson 6340

Primary Phone:
 Current Mileage: 14932
 Dealer(s) involved: N/A

Situation: SRS light - declined tow offer

Action Taken: No action - customer will drive to dealer in the morning.

8/26/2008 20:03:05 James Thompson 6340

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3382592 **Cus Ident** 236561 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lincoln CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05133 MERCEDES-BENZ OF ROCKLIN ROCKLIN CA
Sell Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY
Last Sell Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J56A [REDACTED]
Mileage 54000 **Prod Date** 3/2/2006 **Warr Date** 10/31/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/29/2009 17:00:38	James Thompson	6340
Advocating for Customer	Vehicle - Advocated	09/29/2009 19:37:17	Jennifer Kapr	4616

Summary Notes

9/29/2009 17:00:18 [REDACTED] 6340
 Primary Phone: [REDACTED]
 Current Mileage: 54000
 Dealer(s) involved: N/A

Situation: [REDACTED] is requesting PWA on a repair of the 'airbag line to the steering column module' citing the repair has no moving parts and should not have happened. Customer has no concerns with the personnel or the dealer experience but believes his vehicle just left the warranty period - he is a loyal buyer with several (7) MI vehicles ownership and deserves consideration for this repair which is approximately \$560.00 dollars. Customer asked to be contacted at [REDACTED]

Action Taken: Writer advised the customer his concern will be reviewed by a CM for further assistance.

9/29/2009 17:01:11 [REDACTED] 6340

Call back Date: 09/29/2009 time: 5:30 PM PST

9/29/2009 18:25:31 Jennifer Kapr 4616

Writer contacted dlr 05133 and spoke with SvcM, Don, who stated that he would be willing to reimburse cust for repair.

9/29/2009 19:37:10 Jennifer Kapr 4616

Writer contacted [REDACTED] back on [REDACTED]. Cust reiterated concern. Writer advised that the dlr should be reaching out to cust for reimbursement for the repairs. Cust stated that he was very happy with the outcome and thanked all parties for their assistance.

Summary Notes

9/29/2009 19:37:23 Jennifer Kapr 4616

Customer Contacted

Summary note rvwed By: Jennifer Kapr on: 09/29/2009 : 19:37:25

Summary Note Information

Mercedes Benz of U.S.A

Note ID 845482 **Cus Ident** 29625420 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Sell Dlr 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 1669 **Prod Date** 9/28/2004 **Warr Date** 11/8/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	02/22/2005 20:43:18	Cathleen Dunne	6258
	Repeat Visit for Same Issue	02/22/2005 20:43:18	Cathleen Dunne	6258

Summary Notes

2/22/2005 20:42:46 Cathleen Dunne 6258

Customer claimed he has had his vehicle in for repairs for the following reasons: 2 times for seat adjustments - 1 time for door controls and 2 times for SRS messages. Customer claims he was at the dealership today 2/22 scheduled to pick up his vehicle and was not ready for pick up. Customer claims he requested a loaner vehicle and #05146 said they did not have a loaner for him.. Customer claims he asked to speak to the SM and the service man told him "he was in a meeting and then would be going home." Customer claims he signed an agreement stating he would always have a loaner vehicle when his vehicle is in for repair.

Writer advised customer that he would need to speak to the SM at the dealership. Writer advised customer that his concerns would be documented and forwarded to the management at the dealership. Writer also advised customer that the dealerships are independently owned and operated and that although we would continue to uphold our commitment with the warranty, we cannot demand that they supply him with a loaner vehicle. Writer again advised customer to speak to the SM.

Customer asked to speak to a manager. Writer advised him he was at the highest level. Customer demanded a supervisor or a manager so that he could voice his complaint against the dealership. Writer explained that I would forward his comments and concerns to the management at the dealership. Writer also gave him TL J.G. name and told him I would advise her of the situation. However, told him that she would reiterate what I had already told him " we cannot force the deal ship to supply a loaner vehicle."

Customer claims if he does not get in contact with the SM he would call back and then hung up...

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1376990 **Cus Ident** 38035353 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phoenix AZ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 03703 PHOENIX MOTOR COMPANY PHOENIX AZ
Last Sell Dlr 03703 PHOENIX MOTOR COMPANY PHOENIX AZ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 14441 **Prod Date** 3/16/2005 **Warr Date** 6/10/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Equipment questions	09/06/2006 15:27:21	Cathleen Dunne	6258

Summary Notes

9/6/2006 15:26:41 Cathleen Dunne 6258

Teleaid call was transferred thru ATX # 66872329. ATX asked that writer calls customer on cell phone # [REDACTED] regarding the customer questions on the airbag activation.

Atx confirmed that the airbags were not activated. Writer called and left message that this activation is a reading that comes up on the display when a passenger is sitting in the seat.

Writer left message for customer to call back with any other questions he may have regarding this.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1917351 **Cus Ident** 35559772 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

La Place LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 32507 MERCEDES-BENZ OF NEW ORL METAIRIE LA
Last Sell Dlr 32507 MERCEDES-BENZ OF NEW ORL METAIRIE LA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 27144 **Prod Date** 5/30/2005 **Warr Date** 6/25/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/02/2007 17:39:41	Barbara Gaffney	6332

Summary Notes

9/2/2007 17:39:41 Barbara Gaffney 6332
Roadside - Other [See Roadside Ticket ID: 3356960]
9/2/2007 17:48:10 Barbara Gaffney 6332

cusotmer was in an accidentl. did not know her exacat location on interstate 10. was in the process of telling her that towing for this would not be covered since it was an accident but she said a tow truck had just arrive to help her and then she hung up she staed that the airbags did not go off and the reason it needed to be towed was because the wheel would not come off

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2018666 **Cus Ident** 23625973 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Canyon Country CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05156 MERCEDES-BENZ OF VALENCI, SANTA CLARIT/ CA

Last Sell Dlr 05156 MERCEDES-BENZ OF VALENCI, SANTA CLARIT/ CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 10000 **Prod Date** 3/29/2006 **Warr Date** 5/6/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/19/2007 12:01:33	Barbara Gaffney	6332
	Declined Tow - SRS Light On	11/19/2007 12:04:39	Barbara Gaffney	6332

Summary Notes

11/19/2007 12:01:33 Barbara Gaffney 6332
Roadside - Other [See Roadside Ticket ID: 3446091]
11/19/2007 12:04:29 Barbara Gaffney 6332

customer states his srs malfunction visit workshop message is on. adv. we would recommend that the vehicle no be driven and that the vehicle be towed to the dealer. customer asked to be connected to dealership. then he sai that he was headed into a meeting and that he would call the dealer and us back later. no tow set up at this time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1289532 **Cus Ident** 329563 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Last Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 656 **Prod Date** 2/23/2006 **Warr Date** 7/1/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/09/2006 17:08:35	Christine Campanella	4615

Summary Notes

7/9/2006 17:06:49 Christine Campanella 4615

customer called via teleaid - incident # 16934411 - SRS light on. Writer advised customer that vehicle should not be driven and that we recommend a tow. Customer said she was 5 minutes from home and would arrange for a tow at a more convenient time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1296719 **Cus Ident** 26239996 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ridgewood NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ
Last Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR | ENGLEWOOD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]
Mileage 10026 **Prod Date** 9/1/2004 **Warr Date** 11/17/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/13/2006 19:35:25	Christine Campanella	4615

Summary Notes

7/13/2006 19:35:17 Christine Campanella: 4615
customer called via teleaid, incident # 66589407, SRS light on -Writer recommended vehicle should be towed.
Customer refused tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1575160 **Cus Ident** 24755059 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New York NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J95A [REDACTED]
Mileage 14975 **Prod Date** 6/17/2004 **Warr Date** 8/10/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/28/2007 14:46:41	Christine Campanella	4615

Summary Notes

1/28/2007 14:46:17 Christine Campanella: 4615
customer called via teleaid - 'Front Drivers Airbag Disengaged' message in display. Writer advised of tow. Customer declined assistance and said he will make arrangements on his own.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3588493 **Cus Ident** 33885516 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Forest Park GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA
Sell Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA
Last Sell Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 54056 **Prod Date** 5/11/2005 **Warr Date** 9/25/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	02/16/2010 10:09:54	Kathleen Weller	6387

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	02/14/2010 08:01:22	Christine Campanella	4615

Summary Notes

2/14/2010 08:01:17 Christine Campanella 4615

What did the customer say?

[REDACTED] called & said vehicle was sputtering & not accelerating.

What was your response?

Writer offered tow & advised cust tow charges may apply. Cust said he has extended warranty & therefore should not be charged for tow. Writer advised dealer makes final determination regarding tow charges. Cust request to speak to supervisor - cust disconnected before SL came on the line.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/14/2010 08:02:43 Christine Campanella 4615

No Escalation Required

Summary Notes

2/16/2010 10:09:38 [REDACTED] 6387

[REDACTED] called and left message over the weekend. He claims that he contacted us over the weekend for a to and was told that this vehicle would only be towed if he paid \$150 up front. He claims that he has been experiencing the same issue for some time and the cause was allegedly determined by Buckhead. He claims that he was told that it is the harness but they have not fixed it. He alleges that it only does it occasionally but his ELW is going to run out soon. He stated that he arranged to have the vehicle towed in himself. He stated, " I a very disappointed in MB. I purchased 3 MB vehicles and I have had issues with two of them." He mentioned that the vehicle is currently at MB of Buckhead. He would like MUBSA to get involved.

Writer explained that he would be called back at (678) 409 0010.

Writer apologized and advised that he would be contacted back by Feb. 17.

2/16/2010 10:09:58 [REDACTED] 6387

Call back Date: 02/16/2010 time: 10:45 AM EST

2/17/2010 10:02:14 Jennifer Burton 7843

Writer spoke with Mr. Bowen. Please see referral.

2/17/2010 10:12:08 Jennifer Burton 7843

Referral

Summary note rvwed By: Jennifer Burton on: 02/17/2010 : 10:12:13

3/2/2010 18:23:59 Augusto Filippone 6342

CSAT received. Contacted [REDACTED] and thanked him for taking time to fill out the survey. Customer stated his vehicle was finally repaired after 7 tries at the Buckhead dlr. He stated that he will never buy another MB vehicle again. I apologized to [REDACTED] for any inconvenience the vehicle being at the shop may have caused.

3/2/2010 18:24:06 Augusto Filippone 6342

For your information

3/2/2010 18:32:14 Richard Major 6348

Writer reviewed and sent NTMT to dealership as well as AOM for review.

3/2/2010 18:32:33 Richard Major 6348

NTMT

Summary note rvwed By: Richard Major on: 03/02/2010 : 18:32:30

Summary Note Information

Mercedes Benz of U.S.A

Note ID 824319 **Cus Ident** 24429346 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Monterey Park CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Last Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]
Mileage 1 **Prod Date** 6/8/2004 **Warr Date** 7/11/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	01/03/2005 11:53:10	Jared Streisfeld	6374

Summary Notes

1/3/2005 11:52:36 Jared Streisfeld 6374

Customer stated that her SRS light was lighten up on the dashboard. I advised customer not to drive the car and have Mercedes Benz Roadside tow it in. Customer stated that she would not do so at this time and would be contacting her servicing retailer at her earliest connivance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 844647 **Cus Ident** 33713088 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Memphis TN [REDACTED]
Phone [REDACTED] **Phone Location** Mobile
Assign Dlr

Sell Dlr 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN
Last Sell Dlr 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 1731 **Prod Date** 8/27/2004 **Warr Date** 9/29/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	02/21/2005 08:46:33	Jared Streisfeld	6374
	Declined Tow	02/21/2005 08:46:33	Jared Streisfeld	6374

Summary Notes

2/21/2005 08:46:16 Jared Streisfeld 6374

Customer alleges that his srs light came on the dashboard. I advised customer not to drive the car and have mb roadside tow it in. Customer insisted to drive the car and will contact his dealership at his earliest convience.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 887049 **Cus Ident** 26378178 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Evergreen CO [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 08105 GLAUSER WESTMINSTER CO
Last Sell Dlr 08105 GLAUSER WESTMINSTER CO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]
Mileage 25000 **Prod Date** 11/3/2004 **Warr Date** 1/18/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	05/31/2005 12:32:52	Jared Streisfeld	6374

Summary Notes

5/31/2005 12:32:40 Jared Streisfeld 6374

Customer stated that her SRS light was lighten up on dashboard. Writer advised customer not to drive the car and have MB roadside tow it in. Customer refused to do so since they were going to be traveling cross country. Customer stated they would contact an authorized mb dealer at there earliest connivance. Writer advisedf customer to call us back if any other assistance is needed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 892754 **Cus Ident** 26411614 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Tiburon CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA
Last Sell Dlr 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 3122 **Prod Date** 11/23/2004 **Warr Date** 1/23/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	06/15/2005 09:35:27	Jared Streisfeld	6374

Summary Notes

6/15/2005 09:35:20 Jared Streisfeld 6374

Customer stated his SRS light is lighten up on dash. Writer advised customer not to drive the car and have mb rap tow it in for him and customer declined to do so . Writer advised customer to see his servicing dealership at his earliest convniance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 907792 **Cus Ident** 31214835 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Mendham NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]
Mileage 17986 **Prod Date** 9/3/2004 **Warr Date** 9/30/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	07/23/2005 13:09:34	Jared Streisfeld	6374
	Declined Tow	07/23/2005 13:09:34	Jared Streisfeld	6374

Summary Notes

7/23/2005 13:07:38 Jared Streisfeld 6374

Customer called in and stated that his SRS light is lighten up on his dashboard. Writer informed the customer about the SRS warning indicator and what means. Writer advised customer not to drive the car and have MB RA tow the vehicle in for him. Customer declined to do so and he will be contacting his servicing retailer at his earlie convience.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 982321 **Cus Ident** 10899746 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05721 W. I. SIMONSON, INC. SANTA MONICA CA
Last Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 10698 **Prod Date** 11/10/2004 **Warr Date** 12/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/02/2005 11:13:42	Jared Streisfeld	6374

Summary Notes

12/2/2005 11:13:24 Jared Streisfeld 6374

Customer states that his SRS light is currently displayed on his dashboard. Writer recommended to have the vehicle towed in for safety concerns. Customer declined to have the vehicle towed in at this time and he will set up a service appointment with his dealership at his earliest convenience. Customer requested to have a dealer connect call. Writer transferred call to ATX.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1107550 **Cus Ident** 23822249 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Coral Gables FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 45104 JAY WOLFE EUROPEAN MOTOI KANSAS CITY MO

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 6000 **Prod Date** 4/5/2005 **Warr Date** 6/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/05/2006 11:51:29	Jared Streisfeld	6374
	Declined Tow - SRS Light On	03/05/2006 11:57:14	Jared Streisfeld	6374

Summary Notes

3/5/2006 11:51:30 Jared Streisfeld 6374
 Roadside - Other [See Roadside Ticket ID: 2734874]
 3/5/2006 11:57:00 Jared Streisfeld 6374

Customer states that his/her SRS light is on. Writer advised customer not to drive the vehicle because in the event the vehicle was involved in an accident there is a possibility the air bags may or may not deploy. Customer declined to have the vehicle towed and he would continue drive the vehicle. Customer asked writer to contact DLR 14302 to inform them of his concerns. Writer called DLR 1430 & left message with SM

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1243833 **Cus Ident** 28963075 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Arvada CO [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 08105 GLAUSER WESTMINSTER CO

Last Sell Dlr 21603 LYLE PEARSON COMPANY, INC BOISE ID

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83JX5X [REDACTED]
Mileage 3000 **Prod Date** 2/4/2005 **Warr Date** 5/31/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	06/07/2006 11:56:46	Jared Streisfeld	6374

Summary Notes

6/7/2006 11:56:46 Jared Streisfeld 6374
Roadside - Other [See Roadside Ticket ID: 2841089]
6/7/2006 12:00:15 Jared Streisfeld 6374

Customer states that his/her SRS light is on. Writer advised customer not to drive the vehicle because of safety concerns with the airbag system. Customer declined to have the vehicle towed and he/she would continue drive the vehicle. Writer advised customer to contact her Authorized MB dealer at her earliest convenience.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1467196 **Cus Ident** 10710823 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bronxville

NY [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 55143

MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

Last Sell Dlr 55143

MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2110871X [REDACTED]**World Vin:** WDBUF87J86X [REDACTED]**Mileage** 30000 **Prod Date** 7/14/2005 **Warr Date** 8/17/2005 **Model** E350W4 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/11/2006 07:48:07	Jared Streisfeld	6374
	Declined Tow - SRS Light On	11/11/2006 07:51:39	Jared Streisfeld	6374
Airbag / Restraint System:	Airbag Inquiry	11/11/2006 07:51:30	Jared Streisfeld	6374

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/11/2006 07:51:43	Jared Streisfeld	6374

Summary Notes

11/11/2006 07:48:07 Jared Streisfeld 6374

Roadside - Other [See Roadside Ticket ID: 3021681]

11/11/2006 07:51:05 Jared Streisfeld 6374

Customer states that his SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and he would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at his earliest convenience

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1472745 **Cus Ident** 34443548 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

San Marino

CA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 15000 **Prod Date** 9/22/2005 **Warr Date** 11/6/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/15/2006 10:41:20	Jared Streisfeld	6374
	Declined Tow - SRS Light On	11/15/2006 10:43:55	Jared Streisfeld	6374
Airbag / Restraint System:	Airbag Inquiry	11/15/2006 10:44:05	Jared Streisfeld	6374

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/15/2006 10:44:09	Jared Streisfeld	6374

Summary Notes

11/15/2006 10:41:20 Jared Streisfeld 6374

Roadside - Other [See Roadside Ticket ID: 3026492]

11/15/2006 10:43:46 Jared Streisfeld 6374

Customer states that her SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and she would continue drive the vehicle. Writer advised customer to contact her Authorized MB dealer at her earliest convenience.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1496477 **Cus Ident** 32397868 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 01317 MC CONNELL AUTOMOTIVE CC MOBILE AL
Last Sell Dlr 01317 MC CONNELL AUTOMOTIVE CC MOBILE AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 1 **Prod Date** 3/24/2006 **Warr Date** 5/12/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	12/02/2006 07:50:49	Jared Streisfeld	6374
	Declined Tow - SRS Light On	12/02/2006 07:54:41	Jared Streisfeld	6374

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/02/2006 07:54:45	Jared Streisfeld	6374

Summary Notes

12/2/2006 07:50:49 Jared Streisfeld 6374
 Roadside - Other [See Roadside Ticket ID: 3045991]
 12/2/2006 07:54:22 Jared Streisfeld 6374

Customer states that her SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and she would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at her earliest convenience.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1615597 **Cus Ident** 13021681 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Annandale

VA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 34108

EURO MOTORCARS GERMANT GERMANTOWN MD

Last Sell Dlr 34108

EURO MOTORCARS GERMANT GERMANTOWN MD

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2110871X [REDACTED]**World Vin:** WDBUF87J86X [REDACTED]**Mileage** 38000 **Prod Date** 1/31/2006 **Warr Date** 2/28/2006 **Model** E350W4 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	02/20/2007 07:24:16	Jared Streisfeld	6374
	Declined Tow - SRS Light On	02/20/2007 07:26:27	Jared Streisfeld	6374

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/20/2007 07:26:30	Jared Streisfeld	6374

Summary Notes

2/20/2007 07:24:16 Jared Streisfeld 6374

Roadside - Other [See Roadside Ticket ID: 3140446]

2/20/2007 07:26:20 Jared Streisfeld 6374

Customer states that his SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and he would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at his earliest convenience.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1949256 **Cus Ident** 27053574 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cornelius NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Last Sell Dlr 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J86X [REDACTED]
Mileage 26500 **Prod Date** 12/2/2005 **Warr Date** 7/14/2006 **Model** E500S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/27/2007 06:51:44	Jared Streisfeld	6374
	Declined Tow - SRS Light On	09/27/2007 07:00:51	Jared Streisfeld	6374
Airbag / Restraint System:	Airbag Inquiry	09/27/2007 07:01:07	Jared Streisfeld	6374

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/27/2007 07:01:09	Jared Streisfeld	6374

Summary Notes

9/27/2007 06:51:44 Jared Streisfeld 6374

Roadside - Other [See Roadside Ticket ID: 3384998]

9/27/2007 07:00:36 Jared Streisfeld 6374

Customer states that his SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and he would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at his earliest convenience.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 896080 **Cus Ident** 14894737 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Greenwood Village CO [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 08512 MURRAY MOTOR IMPORTS CO DENVER CO

Last Sell Dlr 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]
Mileage 576 **Prod Date** 3/8/2005 **Warr Date** 4/30/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Equipment questions	06/23/2005 19:53:44	Paula Brown	4680
Roadside	Mechanical Problem	06/23/2005 19:54:21	Paula Brown	4680

Summary Notes

6/23/2005 19:51:24 Paula Brown 4680

customer called on teleaid stating srs malfunction visit workshop . Advised we recommend a tow. Customer declined she was on her way to dinner meeting and needs car. Suggested to drive with extreme caution to deal as soon as possible. Customer not happy.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 936348 **Cus Ident** 28508566 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Englewood CO [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr 08105 GLAUSER WESTMINSTER CO

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J25X [REDACTED]
Mileage 6388 **Prod Date** 11/5/2004 **Warr Date** 6/7/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/05/2005 15:02:38	Paula Brown	4680

Summary Notes

10/5/2005 15:02:20 Paula Brown 4680

customer called on teleaid stating srs go directly to workshop malfunction display. advised we recommend vehicle be towed. customer declined stating she would call her husband to see what to do.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 942634 **Cus Ident** 26466147 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Valrico FL [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence

Assign Dlr

Sell Dlr 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

Last Sell Dlr 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 12336 **Prod Date** 12/22/2004 **Warr Date** 2/18/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/22/2005 16:51:55	Paula Brown	4680

Summary Notes

10/22/2005 16:51:43 Paula Brown 4680

customer called stating srs light on - advised we recommend tow - customer stated she is 15 min from home will drive home & call for tow - customer also stated she has triple a will call them for tow

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1797351 **Cus Ident** 2507520 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Gainesville VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J75A [REDACTED]
Mileage 25088 **Prod Date** 4/7/2005 **Warr Date** 4/28/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/15/2007 14:34:01	Paula Brown	4680

Summary Notes

6/15/2007 14:33:51 Paula Brown 4680
srs light on - writer advised tow - cust. declined stating she has already been driving 30-40 miles with the light on

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1840988 **Cus Ident** 33248158 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

MARIETTA GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17107 MERCEDES-BENZ OF BUCKHEAD/ ATLANTA GA
Last Sell Dlr 17107 MERCEDES-BENZ OF BUCKHEAD/ ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J86A [REDACTED]
Mileage 5988 **Prod Date** 3/29/2006 **Warr Date** 6/29/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/19/2007 17:37:30	Paula Brown	4680

Summary Notes

7/19/2007 17:37:21 Paula Brown 4680
srs light on - declined tow - will call back when she gets home

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2029865 **Cus Ident** 33140276 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] **Address** [REDACTED] **Phone** [REDACTED] **Phone Location** Business
Assign Dlr [REDACTED] **Last Sell Dlr** [REDACTED] **Sell Dlr** 72307 **DICK DYER AND ASSOCIATES, COLUMBIA** **SC**

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J06A [REDACTED]
Mileage 25154 **Prod Date** 5/15/2006 **Warr Date** 6/23/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/28/2007 11:30:55	Paula Brown	4680

Summary Notes

11/28/2007 11:30:46 Paula Brown 4680
malfunction indicator - srs light - writer advised tow recommended - cust. declined stating she was near the dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2826934 **Cus Ident** 42424929 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ofallon MC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 39121 MERCEDES-BENZ OF ROCHESTER ROCHESTER MI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 26452 **Prod Date** 6/21/2004 **Warr Date** 4/22/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Accident/ Damage-No Referral or Action	10/10/2008 13:02:44	Paula Brown	4680

Summary Notes

10/10/2008 13:02:20 Paula Brown 4680

Primary Phone: [REDACTED]
 Current Mileage: 26452
 Dealer(s) involved: N/A

Situation: Dora from Geico Ins. Co (800-841-9160 x 5819) called to confirm date of an accident [REDACTED] allegedly had around 9/30/08. Dora states customer did not wait around for police, however, [REDACTED] allege someone called into vehicle to see if assistance was needed. Dora stated airbags deployed.

Action Taken:

Sadie advised writer Teleaid system had been turned off in July , however, she will speak with Dora from Geico. Writer transferred call.

10/10/2008 13:02:29 Paula Brown 4680

For your information

10/10/2008 14:06:31 Justin Haase 6302

Writer received FYI from above tier two rep.

Writer confirmed upon review vehicle has no signal history relating to accident.

10/10/2008 14:06:38 Justin Haase 6302

No Further Action Summary note rvwed By: Justin Haase on: 10/10/2008 : 14:06:39

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2848939 **Cus Ident** 25614152 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jekyll Island GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 62106 MERCEDES-BENZ OF BEDFORD BEDFORD OH
Last Sell Dlr 62106 MERCEDES-BENZ OF BEDFORD BEDFORD OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J95X [REDACTED]
Mileage 55000 **Prod Date** 7/14/2004 **Warr Date** 10/8/2004 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/27/2008 07:32:10	Paula Brown	4680

Summary Notes

10/27/2008 07:31:56 Paula Brown 4680
customer called via teleaid for dealer connect - stated his srs light is on -writer advised tow recommended as a precaution - customer declined
10/27/2008 07:31:59 Paula Brown 4680
No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2861344 **Cus Ident** 5315186 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Berkeley Lake GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 40891 **Prod Date** 7/28/2004 **Warr Date** 11/16/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	11/05/2008 08:23:12	Paula Brown	4680

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/05/2008 08:23:12	Paula Brown	4680

Summary Notes

11/5/2008 08:22:51 Paula Brown 4680

Primary Phone: [REDACTED]
 Current Mileage: 40891
 Dealer(s) involved: N/A

Situation: [REDACTED] states message indicator showing passenger airbag deactivated. Customer states only her pocketbook on seat.

Action Taken: Writer advised if light does not go out bring vehicle in for service as precaution.

11/5/2008 08:22:52 Paula Brown 4680

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2987306 **Cus Ident** 9288333 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Sell Dlr 59218 LEITH, INC. RALEIGH NC

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J16A [REDACTED]
Mileage 66000 **Prod Date** 4/20/2006 **Warr Date** 7/15/2006 **Model** E320CD 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/28/2009 13:11:37	Paula Brown	4680

Summary Notes

1/28/2009 13:11:08 Paula Brown 4680

Primary Phone: [REDACTED]
 Current Mileage: 66000
 Dealer(s) involved: 51146

Situation: [REDACTED] called regarding SRS issue with his vehicle. Customer states the vehicle is currently at dealer with a "harness" issue and the repair is \$800.00. Customer states he was advised of many issues with thi and is inquiring warranty and/or recall.

Action Taken: Writer updated vehicle ownership as provided. Writer advised according to information no recalls for his vehicle. Writer also advised warranty is over by mileage. Writer referred customer to SvcM for further assistance with his vehicle concerns.

1/28/2009 13:11:13 Paula Brown 4680

For your information

1/28/2009 16:13:46 Norman Swartz 6341

NTMT Summary note rwwed By: Norman Swartz on: 01/28/2009 : 16:13:37

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3375946 **Cus Ident** 2295295 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA
Last Sell Dlr 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 74124 **Prod Date** 11/30/2004 **Warr Date** 1/25/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/25/2009 08:12:26	Paula Brown	4680
Warranty	Extended Limited Warranty Inquiry	09/25/2009 08:12:34	Paula Brown	4680

Summary Notes

9/25/2009 08:12:15 Paula Brown 4680

Primary Phone: [REDACTED]
 Current Mileage: 74124
 Dealer(s) involved: N/A

Situation: [REDACTED] called regarding SRS light that is on in instrument cluster. She is inquiring ELW coverage for this issue.

Action Taken: Writer advised customer Service Dept. of authorized MB dealer in best position to determine warranty coverage for SRS. Writer also advised customer as a safety precaution recommend towing vehicle to dealer. Customer declined tow stating she has AAA.

9/25/2009 08:12:37 Paula Brown 4680

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3426457 **Cus Ident** 29181560 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bourbonnais IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22424 NAPLETON S AUTOWERKS BOURBONNAIS IL
Sell Dlr 22116 MERCEDES-BENZ OF WESTMO WESTMONT IL
Last Sell Dlr 22116 MERCEDES-BENZ OF WESTMO WESTMONT IL
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]
Mileage 94000 **Prod Date** 4/15/2005 **Warr Date** 8/20/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	10/28/2009 15:17:24	Timothy Ucker	7810
Warranty	Post Warranty Consideration Request	10/28/2009 14:28:03	Paula Brown	4680

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/28/2009 15:17:17	Timothy Ucker	7810

Summary Notes

10/28/2009 14:27:53 Paula Brown 4680

What did the customer Say? [REDACTED] called regarding issue with vehicle. She states vehicle is currently dealer due to SRS light. Customer alleges this is the 3rd time vehicle has been to dealer for same issue. Customer states she has never had an accident and does not feel she should have to pay for repair, especially since it is a recurring issue that she did not cause. Customer states she has spoken to SvcM Craig and alleges he offered possible assistance with half cost. Customer is now requesting assistance from MBUSA. Customer state they are replacing the airbag harness at a cost of approx. \$600.00. She is hoping to pick vehicle up this evening

What was your response? Writer advised customer her concern will be documented and shared with appropriate area. Customer stated the SvcM is in the best position to review request for PWA and MBUSA upholds SvcM decision.

What commitment(s) did you make to the customer (including timeframe)? Writer assured customer she will receive call back this afternoon.

Customer's preferred callback date/time (by time zone): [REDACTED] 3PM Central time.

Customer's preferred callback number:

Summary Notes

10/28/2009 14:28:16 Paula Brown 4680

Call back Date: 10/28/2009 time: 3:00 PM CST

10/28/2009 15:18:01 Timothy Ucker 7810

Writer called [REDACTED] and spoke to [REDACTED] who reiterated above. Writer advised writer will inquire although if the SrvM has related an offer that is considered to be from MBUSA as well. Writer advised an inquiry will be made and customer will be contacted as soon as additional information is available in this regard.

10/28/2009 15:18:11 Timothy Ucker 7810

Self reminder Date: 10/29/2009 time: 4:00 PM EST

10/28/2009 15:19:24 Timothy Ucker 7810

Self reminder Date: 10/29/2009 time: 12:00 PM EST

10/28/2009 15:26:40 Timothy Ucker 7810

Writer called SrvM Craig Taheny who advised offer is final and is "more than generous at 94,000 miles".

10/29/2009 11:24:50 Timothy Ucker 7810

Writer called [REDACTED] and left VM for customer inviting call back.

Writer then called [REDACTED] and left VM inviting call back

10/29/2009 11:30:38 Timothy Ucker 7810

Additional call required Date: 10/30/2009 time: 11:00 AM EST

11/3/2009 10:28:16 Timothy Ucker 7810

Writer called [REDACTED] and left voicemails inviting call back.

11/3/2009 10:28:25 Timothy Ucker 7810

No Further Action

Summary note rwwed By: Timothy Ucker on: 11/03/2009 : 10:28:17

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3489123 **Cus Ident** 382431 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Silver Spring MD [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

Sell Dlr 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

Last Sell Dlr 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70JX5A [REDACTED]
Mileage 20368 **Prod Date** 11/23/2004 **Warr Date** 6/6/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	12/10/2009 11:08:20	Paula Brown	4680
	Vehicle Issue Cannot Be Duplicated	12/10/2009 11:08:20	Paula Brown	4680
	Dealer Unable to Diagnose Problem	12/10/2009 11:08:20	Paula Brown	4680

Summary Notes

12/10/2009 11:07:36 Paula Brown 4680

What did the customer say? [REDACTED] called regarding issue with vehicle. He states whenever he or his wife drives vehicle (not every day) all of a sudden the instrument cluster will go out, clock will run backwards & SRS light comes on in red. After a few seconds customer states the instrument cluster comes back, clock goes to correct time & SRS light goes out. Customer states it has been doing this sporadically for about 6 months. On 12/1/09 [REDACTED] brought vehicle to dealer who kept vehicle for 1 day & advised customer issue resolved. Customer alleges as soon as he drove off he experienced the same concern again & brought vehicle back to SvcM Mr. Epps. Customer states the issue did not occur again when SvcM drove vehicle. [REDACTED] maintain he has been waiting for 2 weeks to hear back from SvcM regarding this ongoing issue. Customer states he is aware there is an issue with instrument cluster on MB vehicles that have resulted in recall. Customer requesting assistance from MBUSA.

What was your response? Writer advised customer his concerns will be documented and shared with appropriate area. Writer did advise customer no recall pertaining to instrument cluster on his vehicle per VMI

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer to allow 24 hours to receive a call back.

Customer's preferred callback date/time (by Time Zone): [REDACTED]

Customer's preferred callback number:

12/10/2009 11:08:28 Paula Brown 4680

Call back Date: 12/10/2009 time: 11:45 AM EST

Summary Notes

12/11/2009 16:56:03 Mariano Carbajal 7855

Writer called [REDACTED] and reviewed above concern with him. Customer claims he is currently waiting for the SrvM to call him back with information on how to proceed with the repairs on this vehicle.

Writer advised SrvM is in the best position to review vehicle and contact MB technical assistance if necessary.

Writer offered to call SrvM and inquire about any updates and call customer back once information is available. Writer provided customer with writers contact information.

12/11/2009 17:02:40 Mariano Carbajal 7855

Writer called SrvM and advised of above contact with customer. SrvM advised to have customer bring vehicle in without appointment and he will get the shop foreman involved.

12/11/2009 17:04:17 Mariano Carbajal 7855

Writer called customer and advised of above. Customer will be taking vehicle to dealership possible on Wednesday.

12/11/2009 17:04:26 Mariano Carbajal 7855

Customer Contacted

Summary note rwwed By: Mariano Carbajal on: 12/11/2009 : 17:04:23

Summary Note Information

Mercedes Benz of U.S.A

Note ID 945367 **Cus Ident** 26560338 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cerritos CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 11000 **Prod Date** 2/2/2005 **Warr Date** 3/26/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/31/2005 16:45:07	James Dowles	4628

Summary Notes

10/31/2005 16:45:00 James Dowles 4628

Customer's email (corres # 281205) dated 10/20/05:
To whom it mat concern,

I purchased an E350 seven months ago from South Bay Mercedez Benz. This car has been into service at the House of Imports many times. The SRS light came on. The engine light came on. The air conditioner was broken. The brakes were vibrating. You should be able to check with your records to see exactly what I am talking about.

I have taken my E350 to service at the House of Imports six times. The last two times the service engineer checked my engine, brakes , auxiliary fan and air conditioner and he could not find any problems. It's kind of embarrassing but since I have had problems with this car from the very beginning, I don't think I am being paranoi

Maybe this is the way Mercedes Benz is designed. There are a few questions I would like to have answered:

1. Is it normal for the E350 to have its' brakes vibrate? The brake pedal vibrates intermittently and the brakes make a spinning noise.
2. When the air conditioner is set to auto and switch it to maximum low, the auxiliary fan spins at a very high speed and does not stop. It only happens when you put the air conditioner on auto mode.

You may contact me at the following number [REDACTED] during regular business hours.

Thanks,

[REDACTED]

Writer spoke with customer, customer claimed dealer is currently addressing his cocnerns. Customer satisfied with follow up.

See previous closed CA Referral # 184626

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1286823 **Cus Ident** 35487813 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Last Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 2169 **Prod Date** 11/4/2005 **Warr Date** 12/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	07/07/2006 12:21:26	James Dowles	4628

Summary Notes

7/7/2006 12:21:18 James Dowles 4628

Contacted CAC seeking back ordered part.

Customer stated "It has been one month, Capitol Collision is repairing it and getting the parts form Beshoff."

Part # 0005408605 - wiring harness for seat belt sensor

Back ordered part, NO ETA.

Forwarded to W.M. and R.L. for parts research.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1512904 **Cus Ident** 26183520 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palisades Park NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 55109 RALLYE MOTORS LLC ROSLYN NY
Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ
Last Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 9700 **Prod Date** 8/13/2004 **Warr Date** 10/26/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	12/12/2006 18:00:10	James Dowles	4628

Summary Notes

12/12/2006 17:59:52 James Dowles 4628

Customer contacted CAC - back ordered part - NO ETA.

Part is main wiring harness.

Part ordered by Tip Top body shop through Rallye Motors - back ordered main wiring harness.

12/13/2006 09:55:37 Robyn Letz 6209

sent to PAC

12/13/2006 13:51:39 Patricia Rosado 7837

Customer phoned for update on part.

Writer advised customer to keep in contact with the Parts Manager as he will be updated accordingly.

12/14/2006 12:39:00 Robyn Letz 6209

From PAC:

According to information from dealer, vehicle is at TipTop Auto Body (516-746-6663). The harness requested has to come from Germany. Body shop told dealer to not order it as they would try to repair. This is the last info dealer has on harness.

Summary Notes

12/20/2006

15:36:04

James Dowles

4628

Notes updated in CA Referral

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1611422 **Cus Ident** 33495994 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Owatonna MN [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 42100 MAPLEWOOD IMPORTS MAPLEWOOD MN
Sell Dlr 42100 MAPLEWOOD IMPORTS MAPLEWOOD MN
Last Sell Dlr 42100 MAPLEWOOD IMPORTS MAPLEWOOD MN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]
Mileage 1 **Prod Date** 3/2/2006 **Warr Date** 8/14/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	02/16/2007 15:45:18	James Dowles	4628
	Overall Dissatisfaction with Quality	02/16/2007 15:45:18	James Dowles	4628

Summary Notes

2/16/2007 15:45:10 James Dowles 4628

Customer contacted CAC regarding "SRS light on."

Customer stated "What will you do for me?"

Writer advised customer MBUSA would continue to honor LNCW - writer advised customer no manufacturer can predict when a component may or may not need to be replaced that is why LNCW's are offered.

Writer assured customer his concerns would be documented.

Writer advised customer he may want to review any outstanding technical concerns with S/M - customer stated h may speak with S/M.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916278 **Cus Ident** 12439795 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Needham Hgts MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 88888 GENERAL INQUIRY MONTVALE NJ
Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]
Mileage 1 **Prod Date** 11/17/2004 **Warr Date** 12/22/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/15/2005 08:42:13	Mustafa Ramani	6269

Summary Notes

8/15/2005 08:42:04 Mustafa Ramani 6269

Customer called via TekeAid stating that the multi-function display said to visit workshop 'SRS'. TL advised that the restraint system has detected error and needs to be further diagnosed at the dlr. Mb will tow the vehicle, customer declined stating he is already in route to the dlr.

Summary Notes

2/14/2005 16:36:23 Miriam Clark 4699

This email sent to SpOM Joe Gallagher:
Mike - please read below. This is for Nanuet.

Regards,

Joe Gallagher
Mercedes-Benz, USA
Service and Parts Operations Manager
New York Region - Market 2
1-800-225-6262 x 7529
Cell: 201-572-6139
Email: gallagherj@mbusa.com

----- Forwarded by Joseph Gallagher/171/DCAG/DCX on 02/14/2005 01:01 PM --

Employee sent the below email to Ellen Bie:

Miriam, please involve Robyn/Bill (parts issue) and speak with SPOM (open Referral?) ...

thanks,

Ellen P. Bie
Mercedes-Benz USA, LLC
Supervisor, Customer Relations
Customer Assistance Center

Phone 201 476 6222
Fax 201 476 6213
biee@mbusa.com

Deborah Sciarra
02/10/2005 04:21 PM

To: Ellen Bie/171/DCAG/DCX@WK-COOP
cc:
Subject: 2005-E320-4matic

Dear Ellen:

I leased my first Mercedes Benz on December 14, 2005 and picked it up in Nanuet with much excitement. I love , but on January 24, 2005 my steering wheel began to malfunction. The multi-function page button has not worked since then, but most of all to my concern I have not had a horn. I took my car to service that week in Nanuet to no avail. They are now waiting for another part from Germany, an air bag. Ed is my service advisor there, and has stated he is not sure if this will work since it did not work on another E320 that had the same issue. That car was replaced with a new car. I am awaiting word to bring my car in again , this part is a Hazmat part and I believe it will take 7-10 business days.

My major concern is that I have been driving since January 24th without a horn, I don't feel safe on the highway anywhere, and I don't know when this issue will be resolved.

My vin is WDBUF82J85X [REDACTED] Any help you can give me in this matter will be greatly appreciated.

Debbie Sciarra

Debbie Sciarra
Consumer Promotions

2/25/2005 15:31:42 Miriam Clark 4699

Debbie called again advised the horn is not working again...and that she is afraid to drive vehicle...she stated that she called Ed the SM and left message....

I advised that I would follow up...

Spoke with ED, SM who advised they are not going to replace the airbag and that on Monday 2/28/05, she can bring the vehicle in to have the module replaced once again...

I called Debbie and advised the same...she will contact ED and make arrangements for Mon...

Also told Debbie that I would share with RM, Mike Willard..

2/28/2005 09:45:06 Ellen P. Bie 6301

Vehicle is going back to Nanuet again this morning - horn doesn't work ...

I spoke with SPOM Mike Willard who has involved TAC in a resolution (Mike will monitor to insure vehicle is repaired)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 856300 **Cus Ident** 25036924 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cape Elizabeth ME [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 33102 PRIME MOTOR CARS SCARBOROUGH ME
Sell Dlr 33111 PERFORMANCE MOTORS FALMOUTH ME
Last Sell Dlr 33111 PERFORMANCE MOTORS FALMOUTH ME

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]
Mileage 1 **Prod Date** 8/23/2004 **Warr Date** 9/29/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	03/21/2005 13:04:04	Miriam Clark	4699

Summary Notes

3/21/2005 13:02:55 Miriam Clark 4699

Customer called the CAC to complain that dealer will not give him a specific date as to when the vehicle will be ready....He stated the SRS problem was what initially brought the vehicle to the dealer...
 I apologized to the customer and advised that if the dealer knew exactly when the vehicle would be ready, he would tell him..and that it depends on various factors...such as part availability...
 Customer then stated that dealer told him the part may be in tomorrow ...
 I then advised sometimes parts do not arrive as scheduled and the dealer probably did to want to make commitments they could not keep..
 Customer was also advised his concerns would be shared with the dealer , SM.

3/23/2005 05:45:01 NETSTAR

Name : Brian Taylor (Service Manager)
 Phone : 207-781-3207

Reviewed with Customer
 Yes (In Person) (Review Date : 03/22/2005 18:15:00)

Appointment
 Made (Appointment Date : 03/21/2005 00:00:00)
 Kept

Summary Note Information

Mercedes Benz of U.S.A

Note ID 928291 **Cus Ident** 12964145 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Boca Raton FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 36105 TRANS - ATLANTIC MOTORS, IN HYANNIS MA
Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA
Last Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J55A [REDACTED]
Mileage 15000 **Prod Date** 7/6/2004 **Warr Date** 8/14/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	09/14/2005 16:44:30	Miriam Clark	4699

Summary Notes

9/14/2005 16:43:54 Miriam Clark 4699

Customer called the CAC to complain that he has an SRS light coming on in his vehicle and he cannot get an ap before next Thursday....
 Customer then stated that he is not happy with the Service at this dealership...and they did not offer a loaner... I apologized to the customer and advised the dealers are independently owned and operated...and are responsible for their own daily business transactions...
 customer was also advised his comments would be shore with dealer and dealer would be contacted..

9/15/2005 12:31:49 Carol Pantua 4635

Customer called back and claims that he was expecting a call from the dlr for a follow up regarding his dissatisfaction that they cannot schedule him in for service until next week.

Writer apologized to customer for his dissatisfaction and advised that dlr is privately owned and solely responsibl for their scheduling. Writer advised customer that he may call dlr and speak with SM directly who can review his concern and request. Writer advised that MB would uphold SM's decisions. Customer claims he will call SM. Writer advised that concern would be documented.

9/15/2005 12:44:06 John Hart 4669

[REDACTED] phoned the CAC wishing to express continued dissatisfaction and contacted Service Manager as suggested in above note and said "they can do anything about it and when they get to it they get to it".

Writer advised customer concerns will be documented.

NTMT to SPOM and Dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 928870 **Cus Ident** 13833314 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Gainesville

VA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 34104

HERB GORDON AUTO GROUP, SILVER SPRING MD

Last Sell Dlr 80101

MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110651A [REDACTED]

World Vin: WDBUF65J05A [REDACTED]

Mileage 10000 **Prod Date** 8/12/2004 **Warr Date** 11/12/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	09/16/2005 10:09:12	Miriam Clark	4699

Summary Notes

9/16/2005 10:08:26 Miriam Clark 4699

Customer called to inquire if he should take the vehicle to dealer since the SRS light is on... I advised he should not drive vehicle..and suggested RAP..However, he requested the name of closest dealer and it was provided..American Service Center in Arlington, VA..

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1025825 **Cus Ident** 20219849 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Irvine CA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 12766 **Prod Date** 11/3/2004 **Warr Date** 1/10/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	01/03/2006 16:57:18	Miriam Clark	4699

Summary Notes

1/3/2006 16:56:56 Miriam Clark 4699
 Corr# 285760

Customer wrote letter indicating that he had ongoing problem with the SRS light and is concerned that although it had it repaired on or about 12/27/05, that it was not repaired...Customer alleges thesis the 5th time he had it into the shop...
 Called SM to confirm repair...

1/3/2006 17:01:15 Miriam Clark 4699

Spoke with the customer who advised that as to today the SRS has light has not come on.
 I provided my name and direct ext. should he have the problem again. writer will open case at that time.

Summary Notes

2/15/2006 17:36:39 Miriam Clark 4699

Glenn,

That makes sense. Please go ahead with the offer.

Brian Blokdijk
Service & Parts Operations Manager - Market 2
MBUSA - Los Angeles Region
Cell: 949-466-0381

"Glenn Matsuda" <GlennM@calstarmercedes.com>
02/10/2006 07:07 AM

To: <brian.blokdijk@mbusa.com>
cc: <clarkm@mbusa.com>
Subject: RE: Summary NTMT note - [REDACTED]

Hi Brian,

Again, I know you're on vacation until Monday so no reply is expected until then.

Looking at the vehicles history it has been in 3 times..1, SRS, 2 trans. complaints and the last being a B/O trans. from EDAC. Days down are 18 total. I suggest 1 lease payment for inconvenience.

Glenn Matsuda
05758

-----Original Message-----

From: brian.blokdijk@mbusa.com [mailto:brian.blokdijk@mbusa.com]
Sent: Thursday, February 09, 2006 5:28 PM
To: Glenn Matsuda
Subject: Summary NTMT note - [REDACTED]

Brian Blokdijk
Service & Parts Operations Manager - Market 2
MBUSA - Los Angeles Region
Cell: 949-466-0381

----- Forwarded by Brian Blokdijk/171/DCAG/DCX on 02/09/2006 05:27 PM

"cacs0d9@mb_rs1"

<cacs0d9@mb_rs1> To:
brian.blokdijk@mbusa.com

cc: clarkm@mbusa.com

02/09/2006 02:57 PM Subject: Summary NTMT
note - [REDACTED]

Summary Notes

Note ID: 1075612 Cus Ident: 29522319 Legal: Note Type: Summary
Note

Customer: [REDACTED]

Address: [REDACTED]

Glendale CA [REDACTED]

Phone: [REDACTED] 8 [REDACTED] Phone Location: R

Assign Dir: 05758 CALSTAR MOTORS, INC.

GLENDALE

CA

Sell Dir: 05758 CALSTAR MOTORS, INC.

GLENDALE

CA

Last Sell Dir: 05758 CALSTAR MOTORS, INC.

GLENDALE

CA

Note to Market Ind: Y

Vehicle Information:

DBAG Vin: 2110561A [REDACTED] World Vin: WDBUF56J56A [REDACTED]

Mileage: 4079 Prod Date: 06/24/2003 Warr Date: 10/14/2005

Model: E350W

2006

General Issues:

Warranty

Non-Warranty Related Issue

Summary Notes

02/09/2006 17:57:12 Miriam Clark Phone: 4699

Customer called the CAC to find out if he could get compensated for his

vehicle not operating properly for the last 4 months..

He alleges that

the

transmission was replaced in the vehicle and that now he feels the
difference

in the performance..

He was adamant that he should be compensated

...

Writer

apologized to the customer and advised that if he was driving the
vehicle

and

MB honored the warranty, then there would be no compensation..

I advised

that

warranty does not cover compensation for the vehicle not working
properly

..it covers the repairs..

Customer was advised to speak with the SM at

...

selling dealer about his concerns.
Customer was asked if there was any

Summary Notes

outstanding concerns and he advised that the vehicle was repaired.

Writer

also advised his comments would be documented and shared with the dealer.

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Summary Notes

4/24/2006

16:03:30

James Blasié

4620

Customer called in and alleged that he has not yet received his check - see above notes -

Customer stated eh has contacted G. Matsuda and was advised dealer did send out a check; that they would send out a 2nd check - it has now been 1 month, no check.

Writer suggested customer contact service manager G. Matsuda about issue; writer also volunteered to contact him on customer's behalf.

Writer left voice message for service manager with customer's information and issue - contact # 818-209-2698.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 859504 **Cus Ident** 26028747 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hawthorne CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Last Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 1860 **Prod Date** 10/12/2004 **Warr Date** 12/20/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	03/28/2005 10:16:39	Arnold Almaguer	4621
Vehicle Quality	Frequency of Repairs	03/28/2005 10:16:47	Arnold Almaguer	4621
	Overall Dissatisfaction with Quality	03/28/2005 10:16:47	Arnold Almaguer	4621
Service / Repairs	Repeat Repairs on Same Component	03/28/2005 10:16:32	Arnold Almaguer	4621
Technical Assistance Req	Vehicle Technical Assistance Request	03/28/2005 10:16:54	Arnold Almaguer	4621

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/28/2005 10:16:19	Arnold Almaguer	4621
Air Bags	Airbag	03/28/2005 10:16:21	Arnold Almaguer	4621

Summary Notes

3/28/2005 10:16:14 Arnold Almaguer 4621

[REDACTED] left a voicemail on writer's ext. over the weekend.

[REDACTED] claims "two days after leaving the dealer, the SRS warning light reappeared again". The customer claims this would be the fifth time "dealing with this situation". The customer requested a call back from the write (10a est....writer will wait until the afternoon to call customer who is in CA).

3/28/2005 10:17:31 Arnold Almaguer 4621

According to closing notes on Referral 177878: Per SM - parts arrived and repairs were done. Customer picked-up vehicle on 3/23/05. No further action will be taken at this time. SPOM will close this matter.

Summary Notes

3/28/2005 15:06:18 Arnold Almaguer 4621

Writer returned call to [REDACTED]. The customer was very calm but did express his frustrations and being inconvenienced by bringing this vehicle allegedly 5 times for the same concern (SRS warning light). The customer acknowledged that a repair occurred, however he claims the warning light has reappeared. The customer asked what MBUSA can do to assist him again.

Writer stated that his concerns will be forwarded to the appropriate parties and that we remain committed in honoring the terms of the Limited New Car Warranty. Customer stated that he appreciates whatever efforts we take.

Writer will call SM to advise so that dealer can schedule an appointment.

3/28/2005 15:10:08 Arnold Almaguer 4621

Writer left voicemail with SM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916116 **Cus Ident** 10825673 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chicago IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL
Sell Dlr 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 1736 **Prod Date** 12/20/2004 **Warr Date** 5/2/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Issue Cannot Be Duplicated	08/12/2005 19:42:32	Arnold Almaguer	4621
Vehicle Quality	Frequency of Repairs	08/12/2005 19:42:25	Arnold Almaguer	4621

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/12/2005 19:42:35	Arnold Almaguer	4621

Summary Notes

8/12/2005 19:42:19 Arnold Almaguer 4621

Writer received corres. no. 275232 which is dated 8/5/2005 and received at the CAC on 8/8/05.

[REDACTED] expressed her dissatisfaction with the quality of this vehicle. Customer claims she emailed MBUSA No email received , according to customer's profile.

Customer claims since taken delivery of this vehicle the oil sensor had to be replaced. See Warranty claims history.

[REDACTED] also claims the SRS warning light allegedly came on but the dealer couldn't duplicate it.

Writer called Melvin Peoples and left a voicemail requesting a contact at 1-201-505-4621.

8/18/2005 14:57:33 Arnold Almaguer 4621

Writer left another voicemail with the Service Manager.

Summary Notes

8/19/2005 10:21:51 Arnold Almaguer 4621

Writer called dealer again, and spoke with Sam (CR Manager) because Melvin (Service Manager) was unavailable.

Since taken delivery of this vehicle the customer has had the following issues:

1. (Most recently) SRS passenger weight sensor behaved erratically. Dealer tested for error codes. No codes found. Dealer recalibrated weight sensor.
2. Customer complained about an alleged intermittent surge while accelerating. Dealer tested and couldn't duplicate the alleged symptom.
3. Customer complained about the oil light appearing. Dealer replaced engine oil sensor.
4. Customer complained about a "check engine" warning light appearing. Dealer checked for error codes. Dealer replaced valve body and performed transmission adaptation.

8/19/2005 10:23:18 Arnold Almaguer 4621

Writer called customer at [REDACTED] and left a voicemail encouraging the customer to contact writer at 800-367-6372 ext. 4621.

8/25/2005 09:27:55 Arnold Almaguer 4621

Letter sent to customer on 8/23/05

8/25/2005 09:30:02 Arnold Almaguer 4621

see referral notes 181407.

Customer returned writer's call and complained about past repairs. [REDACTED] stated that no outstanding issue exists at this point in time. Nevertheless, she remains dissatisfied with the quality of the vehicle because of her past repairs.

Writer apologized for any inconvenience experienced and assured customer that MBUSA will continue to honor the terms of the Limited New Car Warranty.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1095061 **Cus Ident** 4486792 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Delray Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J35A [REDACTED]
Mileage 11000 **Prod Date** 3/17/2005 **Warr Date** 5/14/2005 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	02/24/2006 13:17:32	Arnold Almaguer	4621
Vehicle Quality	Overall Dissatisfaction with Quality	02/24/2006 13:17:32	Arnold Almaguer	4621
Airbag / Restraint System:	Airbag Inquiry	04/20/2007 23:33:13	Randall Bibber	4647
Service / Repairs	Repeat Repairs on Same Component	02/28/2006 10:17:42	Frank Parente	4675

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/20/2007 23:33:18	Randall Bibber	4647

Summary Notes

2/24/2006 13:17:17 Arnold Almaguer 4621

██████████ called extremely irate about the conclusion of a recent visit at MB of Ft. Lauderdale. She stated "no repairs made because no issues were found".

Referral# 188699 was closed by G. Zitman (SPOM) on 2/22/06.

Note :Repair history does not confirm Customers claims.

Vehicle has been inspected by Dealer and ME Flash performed.

I upheld the above conclusion but the customer remains dissatisfied. She stated "I want to speak with your factor rep.: I advised that this is not available. However, her request is duly noted and shared.

She stated "what do I do now". I suggested that she continue to drive the vehicle and should a technical issue arises she can contact our office. Also, in the case of an emergency we have MB Roadside available 24 hrs a day 7 days a week.

Customer thanked me for listening. Call was recorded on Witness.

2/28/2006 10:17:21 Frank Parente 4675

Customer called again on same issue. Customer claims that vehicle has been stalling and that dealer has been unable to confirm why this is happening. Customer claims that she has lost confidence in the vehicle and is seeking MB assistance in determining the cause of this issue.

3/1/2006 10:34:46 Frank Parente 4675

Writer sent e mail to SPOM (GZ) outlining issue and requesting a course of action for customer.

4/20/2007 23:32:56 Randall Bibber 4647

██████████ called very upset and stated this was the 3rd time the SRS Light had come on in her vehicle. The writer recommended she should not drive the vehicle and allow Mercedes Benz to tow the car, The customer declined service and stated she will call back in the morning

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1180439 **Cus Ident** 29368968 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Rutherford TN [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN
Sell Dir 74102 MERCEDES-BENZ OF NASHVILI FRANKLIN TN

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J26A [REDACTED]
Mileage 18000 **Prod Date** 7/6/2005 **Warr Date** 9/17/2005 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	04/24/2006 17:55:34	Arnold Almaguer	4621
	Part(s) on Backorder	04/24/2006 17:55:34	Arnold Almaguer	4621
	Long Wait Time for Part(s)	04/24/2006 17:55:34	Arnold Almaguer	4621

Summary Notes

4/24/2006 17:55:19 Arnold Almaguer 4621

[REDACTED] claims his vehicle has been at a body shop, Finish Line Auto body , for more then 2 mths. Customer claims they are in need of one more part to repair the car. The part is for an airbag wiring harness. Customer stated that the parts have been ordered through MB of Memphis and he has allegedly spoken to the dealer who advised that the part is on order from Germany. Customer asked that MBUSA get this part to the body shop ASAP.

Writer advised that his comments are duly noted and shared with the appropriate parties.

Writer advised customer to keep in touch with the dealer's Parts Manager.

Writer forward info to CR parts contact person.

4/25/2006 16:04:29 William Maher 6250

B/O part request sent to PAC:

4/27/2006 12:14:41 Robyn Letz 6209

From PAC:

The dealer received part number 211 820 01 05 (harness) today. It is on Paragon number 1978099

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1196320 **Cus Ident** 29262774 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Luthvle Timon MD [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD
Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD
Last Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J95A [REDACTED]
Mileage 2000 **Prod Date** 2/23/2005 **Warr Date** 9/2/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	05/05/2006 13:50:52	Arnold Almaguer	4621

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/05/2006 13:50:44	Arnold Almaguer	4621
Air Bags	Airbag	05/05/2006 13:50:47	Arnold Almaguer	4621

Summary Notes

5/5/2006 13:50:40 Arnold Almaguer 4621

3on 6/13/06 because the SRS warning light is on. Customer is aware of the potential risk with driving the vehicle as is. However, he asked if the dealer knows who to fix this.

Writer advised that our authorized dealers have full access to our technical resources and should they ask, MBUSA stands ready to provide it.

Writer encouraged the customer to keep the appointment and should he have concerns bring them to the attentio of the Service Manager.

5/8/2006 07:49:18 NETSTAR

Name : Lori Pohlhaus (Service Advisor)
 Phone : 410-363-7793 (x-534)

Reviewed with Customer
 Yes (By Phone) (Review Date : 05/04/2006 00:00:00)

Appointment
 Made (Appointment Date : 06/13/2006 00:00:00)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1338666 **Cus Ident** 26305440 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Last Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J85A [REDACTED]
Mileage 15700 **Prod Date** 11/16/2004 **Warr Date** 12/18/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/10/2006 16:23:38	Arnold Almaguer	4621

Summary Notes

8/10/2006 16:23:24 Arnold Almaguer 4621

Customer complained about Sovereign Motors. He advised he had visited them because the SRS light came on and he had it repaired.

[REDACTED] stated the SRS light came on again while he was in Ft. Lauderdale. He claims MB of Ft. Lauderdale told him that Sovereign did not repair the issue correctly , allegedly some parts were missing.

Writer advised that his comments are documented and shared appropriately. Writer advised that dealers are independently owned and operated responsible for their day to day operations.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 888820 **Cus Ident** 26458101 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Houston TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75116 MERCEDES-BENZ OF HOUSTOI HOUSTON TX
Sell Dlr 75534 EWING AUTOHAUS PLANO TX
Last Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J25A [REDACTED]
Mileage 3955 **Prod Date** 10/29/2004 **Warr Date** 2/12/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	06/03/2005 09:44:08	Ed Duffy	6296

Summary Notes

6/3/2005 09:42:36 Ed Duffy 6296

Primary Phone: [REDACTED]
 Current Mileage: 3955
 Dealer(s) involved: 75116

Situation: [REDACTED] called to express his disappointment with being without his vehicle for 2 weeks alleged awaiting for an SRS wire harness which has been shipped from Germany and allegedly due at the dealer Tuesd: 6/7/05. Writer called SM Darryl and advised him of the customers request. SM stated he will contact customer to discuss and advise after the contact.

Action Taken: NTMT

Summary Notes

2/9/2006

14:21:45

Ed Duffy

6296

reply to customer

Dear [REDACTED],

Thank you for your recent message. Please accept our apologies for any inconvenience experienced. Your comments have been documented and shared with the appropriate parties within our company for review. You can rest assured that Mercedes-Benz USA stands ready to provide our dealers with technical assistance upon their request. If we can be of further assistance please contact us at 1-800-367-6372.

Sincerely

Ed Duffy

Customer Relations Liaison

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1363666 **Cus Ident** 26595551 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Rowland Heights CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Last Sell Dlr 05103 MODESTO EUROPEAN MODESTO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 4017 **Prod Date** 2/10/2006 **Warr Date** 3/25/2006 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/28/2006 13:34:05	Ed Duffy	6296
Air Bags	Airbag	08/28/2006 13:34:02	Ed Duffy	6296

Summary Notes

8/28/2006 13:33:52 Ed Duffy 6296

Primary Phone: [REDACTED]
 Current Mileage: 4017
 Dealer(s) involved: 05127

Situation: [REDACTED] called stating that the SRS light is on again and does not feel comfortable driving the vehicle - writer advised MB does not recommend the vehicle be driven and offered RAP assistance to arrange for a flat bed. Customer declined and stated he will call the Service Manager of #05127 first since he alleges he called there first and was told to make an appointment.

Action Taken: NTMT to Dealer and SPOM

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 899668 **Cus Ident** 26407265 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manchester

NH [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 36103

SMITH MOTOR SALES OF HAVE HAVERHILL MA

Last Sell Dlr 36103

SMITH MOTOR SALES OF HAVE HAVERHILL MA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2110821X [REDACTED]**World Vin:** WDBUF82J65X [REDACTED]**Mileage** 6832 **Prod Date** 11/30/2004 **Warr Date** 1/29/2005 **Model** E320W4 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	07/04/2005 15:27:31	Virginia Stella	4684

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/04/2005 15:28:22	Virginia Stella	4684

Summary Notes

7/4/2005 15:27:19 Virginia Stella 4684

Customer contacted writer on tele aid stating that hr SRS light was on. Customer also stated to writer that she was not driving and was stopped in a safe location. Writer stated to customer to turn her vehicle off, MBUSA recommends towing the vehicle and I am going to transfer you over to Roadside Assistance Department so that they may assist you with this. Customer stated to writer that she declines and is close to her home and she want to continue driving with her SRS light on even though she know that this is extremely unsafe. Writer stated to customer that her response would be documented and ended call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 921947 **Cus Ident** 25747603 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Ridgewood NY [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Last Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]
Mileage 5095 **Prod Date** 10/18/2004 **Warr Date** 11/23/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Trigger - Left message	08/29/2005 10:27:54	Virginia Stella	4684
	Call Complete - TL Referral	08/29/2005 15:25:40	Marguerite Duffy	4648
	Trigger Callback	08/29/2005 15:25:40	Marguerite Duffy	4648
	Trigger 08/2005	08/29/2005 10:27:54	Virginia Stella	4684

Summary Notes

8/29/2005 10:27:35 Virginia Stella 4684

Trigger Call List - August 2005

Writer called 212-595-3588 this number was busy. Called 917-353-0054 and left a message advising customer that we have reviewed the vehicle history and invited customer to contact the Service Manager or the Customer Assistance Center should there be any outstanding concerns that need to be discussed.

8/29/2005 15:24:09 Marguerite Duffy 4648

Customer called CAC and stated this will be the 4th or 5th time he needs to return to dealer for the SRS light malfunctioning.

Customer stated the dealership told him if this happened again vehicle may have to be recalled , that there may be a serious issue with the vehicle.

Writer let customer know his comments would be documented and apologized for his dissatisfaction , also that hi comments would be forwarded to additional parties for review.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 862055 **Cus Ident** 45616820 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Last Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]
Mileage 2354 **Prod Date** 9/21/2004 **Warr Date** 10/21/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	04/01/2005 12:23:48	Carol Pantua	4635
	Overall Dissatisfaction with Service	04/01/2005 12:23:48	Carol Pantua	4635

Summary Notes

4/1/2005 12:23:35 Carol Pantua 4635

Customer called and claims that SRS lamp has appeared on dashboard and Sovereign Service Advisor "Victoria allegedly advised customer that customer can drive with the SRS lamp lit, until his service appt.

Writer advised customer not to drive further with the SRS lamp lit and explained the possible airbag deployment/nondeployment concerns. Customer claims that Sovereign allegedly is not offering a loaner. Writer advised customer that there are no alt transportation policy under warranty and dlr is independently owned, operated, responsible for their service, and their loaner programs. Customer claims he will call SM of Sovereign.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1003875 **Cus Ident** 10865547 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cranford NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51114 RAY CATENA OF UNION LLC UNION NJ
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]
Mileage 10889 **Prod Date** 12/7/2004 **Warr Date** 2/26/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/17/2005 08:30:51	Carol Pantua	4635

Summary Notes

12/17/2005 08:30:40 Carol Pantua 4635

Writer received customer's letter (corr 284713) which alleges various concerns with the vehicle, including the following alleged concerns: SRS lamp , defroster, alignment, a/c.. Customer voices dissatisfaction with the vehic in light of its price and requests a response.

12/22/2005 09:13:42 Carol Pantua 4635

Pls see SN 1009601

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1009601 **Cus Ident** 30445712 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cranford NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51114 RAY CATENA OF UNION LLC UNION NJ
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]
Mileage 10889 **Prod Date** 12/7/2004 **Warr Date** 2/26/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/21/2005 11:18:36	Carol Pantua	4635

Summary Notes

12/21/2005 11:18:27 Carol Pantua 4635

Writer received customer's letter (corr 284713) which alleges various concerns with the vehicle, including the following alleged concerns: SRS lamp , defroster, alignment, a/c.. Customer voices dissatisfaction with the vehic in light of its price and requests a response.

Summary Notes

12/21/2005 14:17:26 Carol Pantua 4635

December 21, 2005

[REDACTED]
[REDACTED]
Cranford, NJ [REDACTED]

Subject: Model 2005 E320
Serial No. WDBUF82J15X [REDACTED]

Dear [REDACTED]:

Thank you for your letter.

We regret to learn that your vehicle needed repair so early in its service life and apologize for any inconvenience you may have experienced. Immediately upon receipt of your letter, we reviewed your concerns with Guido Chaves, Service Manager of Ray Catena in Union, who advised us that the vehicle has been repaired and returned to you.

Your vehicle comes with a Limited New Vehicle Warranty of 4 years/50,000 miles, whichever occurs first, which we will continue to honor, if required and applicable. In addition, we will provide technical assistance through our regional staff, if necessary, to insure that your vehicle is operating properly.

[REDACTED], if your vehicle has any outstanding technical concerns of which we are unaware, please contact Guido Chaves, or the Service Manager at any authorized Mercedes-Benz dealership, who will personally review them.

The opportunity to review this matter and to correspond is appreciated.

Sincerely,

Carol Pantua
Customer Relations Liaison

12/21/2005 14:18:55 Carol Pantua 4635

Writer scanned letter and emailed it to SPOM Ted Zawacki & SM Guido Chaves for review.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1076177 **Cus Ident** 26381966 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mount Pleasant SC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 72320 BAKER MOTOR COMPANY OF (CHARLESTON SC
Sell Dlr 72320 BAKER MOTOR COMPANY OF (CHARLESTON SC

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]
Mileage 31663 **Prod Date** 11/22/2004 **Warr Date** 1/21/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	02/10/2006 10:53:35	Carol Pantua	4635

Summary Notes

2/10/2006 10:53:28 Carol Pantua 4635

Customer called and claims that he is extremely dissatisfied that this is his 2nd concern with the SRS system. Customer claims that he brought vehicle to Baker dlr and they tightened the cables the first time. Customer claim he brought vehicle back to dlr again and is advised that the SRS cables need to be replaced and the part is on national back order. Customer requests that the part be expedited.

Customer claims that he drove vehicle out of the dlr and he is driving the vehicle at the moment, since he needs transportation. Writer advised customer not to drive vehicle further with SRS concerns and to do so would be at his own risk. Writer apologized to customer for his dissatisfaction and advised that his concern would be documented and reviewed. Writer advised customer that he may follow-up with the Parts Manager at a later time. Customer claims he would do so.

2/13/2006 15:41:00 William Maher 6250

Update from PAC:

Rusty in parts states that part numbers, 0015408705 ,0015408805,0025461341 should be at the dealer by tomorrow and [REDACTED] has an appointment in two weeks.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1184339 **Cus Ident** 29201222 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Temecula CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 66 **Prod Date** 3/3/2005 **Warr Date** 8/20/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	SBC 2005-110001	04/27/2006 12:26:56	Carol Pantua	4635

Summary Notes

4/27/2006 12:26:02 Carol Pantua 4635

Customer called and requested tel# of MB Escondido to make appt for Recall 2005110001 regarding INSTALLATION OF GROUND WIRES AND BRACKET TO SBC WIRING HARNESS.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1223156 **Cus Ident** 2745162 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bal Harbour FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
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 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 1 **Prod Date** 3/7/2005 **Warr Date** 5/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	SBC - Sensotronic Brake Control System	05/24/2006 12:55:01	Carol Pantua	4635

Summary Notes

5/24/2006 12:54:28 Carol Pantua 4635

Customer called and claims they received a recall letter for Campaign No. 2005110001, regarding INSTALLATION OF GROUND WIRES AND BRACKET TO SBC WIRING HARNESS. Customer also claims that there is an alleged odor that lasts for a few seconds when starting the vehicle.

Writer apologized to customer for his dissatisfaction, advised customer that concern would be documented, and welcomed customer to make an appt with dlr to have concerns checked. Customer claims he will call MB Miami.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1366666 **Cus Ident** 24161648 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Wyckoff NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Last Sell Dlr 67115 MERCEDES-BENZ OF WEST CHESTER WEST CHESTER PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 17800 **Prod Date** 9/14/2004 **Warr Date** 1/18/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/30/2006 11:02:55	Carol Pantua	4635

Summary Notes

8/30/2006 11:02:29 Carol Pantua 4635

Customer called and claims he is extremely dissatisfied that Globe SM "Chris Burke" allegedly has not returned 3 messages customer allegedly left for call back. Customer claims he has many various concerns with the vehicle and was allegedly overcharged for his prior service.

Writer apologized to customer for his dissatisfaction, advised that concern would be documented, and advised customer to try SM again and if customer believes SM is not responsive, customer may speak with GM, since dlr are privately owned, operated, and responsible for what they charge. Customer claims he will try calling SM again.

Summary Notes

8/30/2006

12:51:57

Carol Pantua

4635

SPOM emailed writer today and stated:

The charges the customer is referring to is loaner car charges . John, loaner car supervisor was supposed to call him back not Chris. Chris will call the customer. Customer also asked Chris to get out of vehicle. This is his third visit for SRS , he has received a lease payment in the past. Chris, will tell the customer that if there is another confirmed SRS problem than we would look at taking him out of the vehicle.

Thanks,

Michael P. Willard
Service and Parts Operation Mgr
New York Region Market 3
1-800-225-6262 Ext: 7528
1-973-886-2880 Cell
1-973-331-5441 Fax
Michael.Willard@mbusa.com

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1484456 **Cus Ident** 16339468 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 2266 **Prod Date** 4/25/2006 **Warr Date** 8/15/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/24/2006 09:47:33	Carol Pantua	4635

Summary Notes

11/24/2006 09:47:27 Carol Pantua 4635

Customer called, stated that he has SRS lamp on the dash, writer conferenced customer with Roadside Assistance, and RAP advised customer not to drive further with that lamp lit on the dash and offered to tow the vehicle. Customer declined RAP's offer for tow and claims he will drive vehicle to dlr himself.

Customer inquired about the SBC Hydraulic system extended coverage. Writer advised that should his vehicle experience concerns with that specific repair, customer may be eligible for 10yr coverage (from warranty start date) for that component.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1621232 **Cus Ident** 12521193 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palm Desert CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05746 MERCEDES-BENZ OF PALM SP PALM SPRINGS CA
Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA
Last Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J86X [REDACTED]
Mileage 5079 **Prod Date** 4/7/2006 **Warr Date** 6/10/2006 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	02/22/2007 16:09:29	Carol Pantua	4635

Summary Notes

2/22/2007 16:09:21 Carol Pantua 4635

Customer called to voice their dissatisfaction with service at MB Palm Springs. Customer alleges that they made appt with dlr for today since FSS lamp is allegedly lit on the dash for maintenance. Customer claims that half the day was wasted when they brought vehicle to dlr and dlr advised that they forgot to reset the FSS lamp on a prior occasion and customer doesn't actually need maintenance performed at this time.

Customer claims that Service Advisor seemed very put out when customer requested that they reset the FSS lamp. Customer claims that dlr reset the lamp, but when driving home, customer alleges that the SRS lamp came on and didn't go off. Customer claims that they have not experienced the concern prior to bringing vehicle to the dealer and does not believe it is a coincidence. Customer claims that dlr gave them difficulty when advising that they would not look into their SRS concern that day, though customer claims they already had an appt set for the maintenance they did not need.

Writer apologized to customer for their dissatisfaction, advised that their concern would be documented, and advised customer that they may speak with SM who can review his concern, since dlr is privately owned and operated. Customer claims they will call SM.

Summary Notes

2/23/2007 10:44:06 John Hart 4669

E-mail from SPOM requesting Sum Note to be updated:

CARL PARTYKA <servicemgrps@yahoo.com>

02/22/2007 03:38 PM

To Brian Blokdiik <brian.blokdiik@mbusa.com>

cc mbzfixer@yahoo.com

SUM NOTE # 1621232, [REDACTED], WDBUH87J86X [REDACTED], 2006, E350, purchased 84100

Hi Brian ,
please update this sum note for me:

I reviewed this issue with Service Advisor Ken Ellerbeck, (the vehicle was purchased at M/B of Tacoma) Mrs. [REDACTED] set an appt. for today to have service performed, upon arrival (9:57a.m.) Ken determined that the car d not need a service, the dealer that performed the previous service failed to reset the maintenance calculator , Ke pulled the car into the shop and reset the calculator for her total time in the dealership was 15 minutes !!!! appro 2 hrs.later she called back stating the SRS light was on, Ken asked her if she could return to the dealership today she told him she would talk to her husband and get back to him.

[REDACTED] called me at approx.1:30 p.m. today, we discussed the issue and his dissatisfaction, he will return to our dealership tomorrow @ 10:00 a.m.we will determine the cause of the SRS light being on and perform the necessary repair.

Regards,
Carl

2/23/2007 17:45:30 BRIAN BLOKDIJK 7322

Hi Brian,
please update the subject sum note:

[REDACTED] brought her vehicle in this morning, SRS light is on due to a faulty SRS wiring harness , part is coming from Germany, they will be given a loan car tonight to drive until the repair is completed.

Regards,

Carl

Summary Note Information

Mercedes Benz of U.S.A

Note ID 875783 **Cus Ident** 28353606 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

FLORAL PARK NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 56106 HELMS BROS., INC. BAYSIDE NY
Sell Dlr 56106 HELMS BROS., INC. BAYSIDE NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]
Mileage 1242 **Prod Date** 6/7/2004 **Warr Date** 7/31/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	05/02/2005 10:57:07	Nicole Shababb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/02/2005 10:56:59	Nicole Shababb	4619

Summary Notes

5/2/2005 10:56:53 Nicole Shababb 4619

Customer contacted the CAC alleging her vehicle has been at dealer 56106 for four days and she has not yet received an update regarding the repair status. Writer contacted Service Manager Ralph, who forwarded me to Danny , customer's Service Advisor. Danny indicated the car was at the dealer with less than 200 miles for an SRS warning lamp. The part needed was on a national back order for two months (passenger seat weight sensor) and therefore a second appointment was made for the part to be replaced. Danny advised the part was replaced on the second visit and now the car is back in the shop for an alleged SRS light concern. According to Danny the vehicle has been road tested and is operating as designed, and also no codes were found and no warning lights are currently illuminated therefore the vehicle is ready for pick-up. Writer explained this customer. Customer not pleased. Customer alleging MBUSA is not "helping her". Writer advised we will continue to honor the terms of the Limited New Vehicle Warranty. Customer asked for writers name and President's address. Writer provided.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 940253 **Cus Ident** 26539094 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Irvine CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Mobile
Assign Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 5375 **Prod Date** 1/27/2005 **Warr Date** 3/18/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	10/14/2005 16:14:05	Nicole Shababb	4619
	Long Wait Time for Part(s)	10/14/2005 16:14:05	Nicole Shababb	4619

Summary Notes

10/14/2005 16:13:11 Nicole Shababb 4619

Customer called the CAC alleging his vehicle was involved in an accident on 08/10/05 and was towed to Folks Auto body, in Reseda, CA. Customer claims the vehicle is repaired however they are waiting on a wiring harness. Writer explained that I would contact both the body shop and the dealer in an attempt to expedite the part. Writer advised the customer that the independent body shop should remain in contact with the Parts dept. at dealer 05102.

Writer called George at Folk's Auto body. He advised that he ordered the part through dealer 05102 and that he was advised it would be shipped out on 11/02/05.

Writer requested an estimate as to the vehicle's damage. He advised the estimate for repairs is \$35,000.

Writer called dealer 05102 and spoke with Richard in Parts. He advised that Folk's ordered the part on 09/28/05 (part # 2115407435) and verified the ship date is 11/02/05.

10/14/2005 16:17:00 Nicole Shababb 4619

Writer sent an e-mail to Jill Houseworth regarding possible status 8.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1056289 **Cus Ident** 26238368 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Del Rey Oaks CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14113 CONTINENTAL MOTORCARS, INC MELBOURNE FL
Sell Dlr 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL
Last Sell Dlr 05606 MERCEDES-BENZ OF MONTEREY MONTEREY CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 5412 **Prod Date** 10/21/2004 **Warr Date** 11/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/26/2006 11:19:50	Nicole Shababb	4619

Summary Notes

1/26/2006 11:19:39 Nicole Shababb 4619

Customer came through on Tele-aid alleging the SRS light in the vehicle is illuminated. Writer suggested Tow. Customer declined advising they will drive the vehicle to the dealer today.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1284658 **Cus Ident** 15102609 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Reading PA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 67105 MERCEDES-BENZ OF WEST CF WEST CHESTER PA
Sell Dlr 67105 MERCEDES-BENZ OF WEST CF WEST CHESTER PA
Last Sell Dlr 67115 MERCEDES-BENZ OF WEST CF WEST CHESTER PA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]
Mileage 7047 **Prod Date** 12/16/2004 **Warr Date** 3/29/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	07/06/2006 08:33:42	Nicole Shababb	4619

Summary Notes

7/6/2006 08:33:30 Nicole Shababb 4619
 Customer called the CAC alleging he made an appointment to have MB of West Chester pick-up his vehicle today for an alleged SRS light on - as well as two open recalls to be performed (SBC bracket and voltage regulator).
 Customer claims he made an appointment with a loaner but that the dealer called him this morning to advise they do not have a loaner available.
 Customer not pleased. Writer apologized. Customer requested writer call the dealer on his behalf. Writer left a voice mail for Craig , Asst. Service Manager requesting a callback.
 7/6/2006 13:23:46 Nicole Shababb 4619
 Writer received a voice mail from Craig advising that he spoke with the customer and his concerns have been addressed.
 7/6/2006 13:31:59 Frank Parente 4675
 Customer called again - claiming that he was provided a shuttle bus as a loaner vehicle. Writer called Craig and he informs us that customer has an ML. SM will have vehicle picked up from customer. Writer informed customer of this.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1557965 **Cus Ident** 32526437 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Indianapolis IN [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN
Sell Dlr 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN
Last Sell Dlr 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 3443 **Prod Date** 4/1/2005 **Warr Date** 6/6/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	01/16/2007 13:47:07	Nicole Shababb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/16/2007 13:46:59	Nicole Shababb	4619

Summary Notes

1/16/2007 13:46:31 Nicole Shababb 4619

Customer called the CAC requesting to file a formal complaint against World Wide Motors. Customer alleging poor service.

Customer claims she brought her vehicle to the dealer recently for an SRS light on. Customer alleges she picked up the vehicle yesterday and the light is back on today.

Writer advised I would call the dealer on her behalf.

1/16/2007 13:48:55 Nicole Shababb 4619

Writer left a voice mail for Jerry, Service Manager, requesting a callback.

Summary Notes

4/11/2007 15:40:07 Nicole Shababb 4619

Following e-mail sent to SPOM:

Brian,

I left you a voice mail regarding this one...not sure if this should be a referral? I know the car does not currently have any outstanding issues but the warranty history does confirm electrical issues with the vehicle and it is California...so I'm not sure how you want this handled. Please advise.

Thanks!

Nicole M. Shababb
Case Manager
Customer Assistance Center
Mercedes-Benz USA, LLC

201-505-4619 (Work)
201-476-6213 (Fax)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 846674 **Cus Ident** 17307534 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Ashburn VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Last Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 1098 **Prod Date** 6/25/2004 **Warr Date** 8/27/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	02/25/2005 10:06:11	John Hart	4669
	Part(s) on Backorder	02/25/2005 10:06:11	John Hart	4669
Warranty	Accident/ Damage-No Referral or Action	02/25/2005 10:06:33	John Hart	4669
Dealer Contact to CAC	Dealer Advised MBUSA Of Vehicle Accident	02/25/2005 10:06:33	John Hart	4669

Summary Notes

2/25/2005 10:05:59 John Hart 4669

Ronald English phoned the CAC demanding to speak with SPOM John Freund pertaining to alleged back ordere wiring harness.

Writer phoned SPOM who advised he is aware of concerns as of yesterday and everything that can be done is being done. Special Procurement is involved and ETA is for week 09.

Writer contacted the customer advising the above information. Customer claims his vehicle has been in the body shop for 6 months awaiting the wiring harness and feels MBUSA is process driven not customer driven.

"You are costing me my insurance company money, because the inability to obtain parts and I am not paying the price. I am turning this over to my insurance company and tell them they are being ripped off".

Writer assured customer his comments will be documented and concerns are being reviewed.

NTMT to SPOM and Dealer

2/25/2005 11:17:12 William Maher 6250

Special Procurement and SPOM are involved in B/O part situation already.

3/9/2005 10:34:08 William Maher 6250

Writer researching with PAC to get updated status on B/O Part

Summary Notes

3/11/2005

12:50:26

William Maher

6250

Writer left voicemail for Jason at Body shop to get further information as well.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 874923 **Cus Ident** 25747603 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Ridgewood NY [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Last Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]
Mileage 4000 **Prod Date** 10/18/2004 **Warr Date** 11/23/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/28/2005 13:01:59	John Hart	4669

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Suspension System	Suspension System	04/28/2005 13:01:46	John Hart	4669
Electrical System	Electrical System	04/28/2005 13:01:35	John Hart	4669

Summary Notes

4/28/2005 13:01:27 John Hart 4669

Emir phoned the CAC wishing to express dissatisfaction with the above referenced vehicle. Customer claims there have been malfunctions with the sun roof leaking, rear spring, SRS, and wipers (warranty history does not reflect customers allegations at this time).

Customer stated there are no outstanding concerns at this time, and is concerned about "what if" after the warranty expires. Writer explained we may review any concerns that may arise on a case-by-case basis and we will continue to honor the terms of the warranty and stand ready to provide technical assistance if needed.

"What about the Lemon Law, it has to be done before the first 6 months".

NTMT to SPOM and Dealer
 CC: Anthony Zepf

Summary Notes

5/2/2005 11:57:08 NETSTAR

Name : Alba Cardona (Service Manager)
Phone : 718-392-1551 (x-195)

Additional Information Available
Dealer Requests CAC Contact

5/2/2005 12:54:24 John Hart 4669

Writer phoned the Service Manager leaving a voice mail.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 880517 **Cus Ident** 4532838 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

San Marino CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 5630 **Prod Date** 6/4/2004 **Warr Date** 12/29/2004 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/12/2005 13:44:22	John Hart	4669

Summary Notes

5/12/2005 13:44:15 John Hart 4669

Pertaining to closed case 179441:

Customer [REDACTED] phoned the CAC seeking compensation for the previous SRS related repairs. Writer advise customer we will share request with SPOM. Customer is dissatisfied and states he will be writing to MBUSA.

Writer phoned SPOM requesting contact and if any compensation will be provided to the customer.

NTMT to SPOM and Warranty

5/13/2005 12:17:12 John Hart 4669

Hi John,

We are having a regional meeting today. Please call me tomorrow so that we can discuss.

Best regards,

Ron

H.Ron Reynolds
 Service and Parts Operation Manager

Summary Notes

5/13/2005

12:23:14

John Hart

4669

Writer phoned SPOM discussing concerns. SPOM advised there is a TAC case open regarding the above referenced matter and customer will be awarded some compensation once concerns are resolved.

Additionally customer contacted the writer claiming that the SRS light is on and "what if" this reoccurs in the future? Writer explained to the customer that he will be provided compensation and customer insists on discussing "how much will I be compensated, my friends are telling me that the only thing I have on my side is the Lemon Law".

Writer assured customer we will document concerns and if seeking further discussion at this time please speak with the Service Manager.

NTMT to SPOM and Dealer

CC: Y Chang

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1019606 **Cus Ident** 29524766 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 17303 CRITZ INC. SAVANNAH GA
Sell Dlr 14318 LOKEY MOTOR COMPANY CLEARWATER FL
Last Sell Dlr 42100 MAPLEWOOD IMPORTS MAPLEWOOD MN
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 12635 **Prod Date** 2/15/2005 **Warr Date** 3/19/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	12/29/2005 14:18:18	John Hart	4669
	Personnel Issues or Complaints	12/29/2005 14:18:14	John Hart	4669
Dealer Parts	Part(s) on Backorder	12/29/2005 14:18:03	John Hart	4669
Tires and Rims	General Questions	12/29/2005 14:18:35	John Hart	4669
	Tire / Wheel Size Inquiry	12/29/2005 14:18:35	John Hart	4669
	Tire Wear	12/29/2005 14:18:35	John Hart	4669
	Wheel Alignment (Pulling)	12/29/2005 13:36:35	John Hart	4669
Warranty	Post Warranty Consideration Request	12/29/2005 13:36:41	John Hart	4669

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/29/2005 14:18:22	John Hart	4669

Summary Notes

12/29/2005 14:17:55 John Hart 4669

Customer [REDACTED] phoned the CAC wishing to express dissatisfaction with the need to replace tires at 12k miles, and perform an alignment. Customer claims that he was advised by the dealer that alignment is covered during the first year of ownership up until 12k miles and disappointed that the dealer will not honor alignment. Writer advised customer this is accurate, per the warranty and service booklet MBUSA will perform one wheel alignment within the first year of in-service or 12k miles. Writer suggested customer speak to the Service Manager who is empower to discuss requests of financial assistance as we would support their position.

Customer claims there is an electronic malfunction (he believes it is related to the SRS system and was advised that the part is on back order for at least 3 weeks. Customer is seeking intervention from MBUSA to obtain part. Writer advised customer that his concerns will be documented and shared with the appropriate party; please remain in contact with the dealer Service Manager.

Additionally, customer wished to express disappointment with the price quote to replace tires by dealer. Customer claims he was able to obtain a substantially lower price from Tire Rack. Customer requested if he may purchase and perform tire maintenance from an independent facility with out affecting his warranty and inquired about purchasing tires with a lower speed rating to increase tire longevity. Writer explained and stressed we only suggest work and repairs be performed by an authorized Mercedes-Benz dealer however, we are unable to limit customer from using an independent, and if you choose to do so it is extremely important to use only factory approved tires (products) and work must be performed to Mercedes-Benz specifications. Writer advised customer against using tires with different specifications such as speed rating and assured customer his comments will be documented.

NTMT to SPOM and Dealer

12/29/2005 14:22:02 John Hart 4669

E-mail from the writer to the SPOM:

Ray,

Is there anything that we may do in regards to the customer alignment issue? The customer is alleging he is only 600 miles past the alignment warranty.

Thanks,

John M. Hart
Customer Relations Liaison

12/29/2005 15:06:12 Robyn Letz 6209

Sent to PAC

12/30/2005 16:02:57 Robyn Letz 6209

From PAC:

Dealer has nothing open for this customer.

1/4/2006 15:36:24 Robyn Letz 6209

From SPOM to writer :

Robin

Customer has paid for the alignment, but was not happy about it. He is buying tires from Tire Rack.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1054862 **Cus Ident** 26502975 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hacienda Heights CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dlr** 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA**Sell Dlr** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA**Last Sell Dlr** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 6634 **Prod Date** 12/14/2004 **Warr Date** 3/5/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	01/25/2006 10:14:15	John Hart	4669
	Lack of Followup	01/25/2006 10:14:15	John Hart	4669
	Personnel Issues or Complaints	01/25/2006 10:14:15	John Hart	4669
	Overall Dissatisfaction with Service	01/25/2006 10:14:15	John Hart	4669

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/25/2006 10:14:00	John Hart	4669

Summary Notes

1/25/2006 10:13:52 John Hart 4669

Writer received correspondence 286735 from [REDACTED] wishing to express dissatisfaction with service Pensl of West Covina.

Customer alleges the SRS light illuminated, and was provided a VW Jetta loaner.

"I must stress how unsatisfactory the experience was. I should have been given clear explanation of what the exact problem was, the severity of it, what was done to fix it, and what I should do the next time it happens....To cause alarm and then send your customer away without a clear explanation is not my definition of good customer service, and I certainly hope this is not yours either".

NTMT to SPOM and Dealer

Summary Notes

1/25/2006

15:06:40

John Hart

4669

Writer phoned [REDACTED] advising concerns will be documented and shared with dealer management for their review how they deem it appropriate. Writer explained that the dealers are independently owned and operated solely responsible for their day-to-day business.

Customer thanked writer for the telephone call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1073457 **Cus Ident** 24977033 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ferndale MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY
Sell Dlr 75126 Emp Leases - DCFS Trust MBUS.
Last Sell Dlr 05143 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 700 **Prod Date** 8/12/2005 **Warr Date** 9/23/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Damaged by Dealer/RAP tech.	02/13/2006 16:20:19	John Hart	4669
Roadside	Roadside Assistance Issue	02/13/2006 16:21:12	John Hart	4669
	Other	02/08/2006 12:09:26	John Hart	4669

Summary Notes

2/13/2006 16:20:04 John Hart 4669

E-mail from MBUSA Employee [REDACTED]

Hi John,

As a follow up to our phone conversation, a month or so ago my battery died in the parking lot of 1 Mercedes. I called Roadside to have the car jumped, and a tech from MB Nanuet came to assist me. I can't remember if the car was jumped from the terminals in the trunk or in the hood, but I know the hood was opened to check the front battery. After the hood was closed, it did not sit properly. I checked to see if any tools had been left by the roadside tech under the hood, but there were none. Now the hood on the driver's side is raised by approximately 1/4" (it is flush with the fender on the passenger side , though).

As I mentioned to you in our conversation, my concern is that when I turn the car in at the end of my lease, I will be charged to have the hood realigned. Since I didn't cause the misalignment, I'd rather not have to pay for it. Any assistance you can provide in this matter would be greatly appreciated.

Thanks for your help,

[REDACTED]

Summary Notes

3/8/2006

15:08:10

John Hart

4669

Hi John,

Thanks for the follow-up. I actually had to take my E Class in for service last week for an SRS malfunction. I mentioned the hood misalignment to the service advisor, Rob, and explained the situation to him. They did fix it for me, and did not charge me for it. So the hood looks great now!

Thanks for your help, John.

Regards,
Mike

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1568065 **Cus Ident** 23567418 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fruita **CO** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO
Sell Dlr 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]
Mileage 12307 **Prod Date** 7/4/2005 **Warr Date** 8/25/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/23/2007 12:40:49	John Hart	4669

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/24/2007 20:41:42	John Hart	4669

Summary Notes

1/23/2007 12:40:43 John Hart 4669

E-mail: [REDACTED]
 Comments

Our MBE350 2006 has a problem with the SRS... the info is to take to a workshop.....This is under warranty ...right? Also could the cold weather here in Colorado have anything to do with this mechanism....We have to travel over a 100 miles to get this done.....We just had it in for it's 13,000 miles service..... Kindest Margaret Alexander

1/24/2007 20:41:22 John Hart 4669

The writer phoned customer today, customer advised she visited the dealer who diagnosed malfunction and is addressing concerns.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1678009 **Cus Ident** 24265677 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Sell Dir 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 6315 **Prod Date** 8/29/2005 **Warr Date** 11/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	03/20/2007 12:54:10	John Hart	4669
Dealer Parts	Part(s) on Backorder	03/20/2007 12:54:21	John Hart	4669

Summary Notes

3/20/2007 12:59:09 John Hart 4669

Customer [REDACTED] phoned the CAC alleging he is currently driving a vehicle with the SRS light on and the dealer advised the part was on back with no ETA. Customer stated he was originally offered a PT Cruiser however , "I can not drive with clients, I would at least like a better loaner".

The writer advised customer that alternate transportation is a dealership program and please speak with the dealer about dissatisfaction with the loaner. We will document concerns (about alleged back order of SRS component) forwarding to the appropriate party for review and remain in contact with the parts department for all updates.

NTMT to SPOM and Dealer

3/20/2007 13:56:36 Robyn Letz 6209

sent to PAC

3/20/2007 14:26:19 Robyn Letz 6209

From PACL:

not at the Dealer 14310.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 899671 **Cus Ident** 26278364 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manassas VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Last Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 2127 **Prod Date** 6/25/2004 **Warr Date** 12/4/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/04/2005 16:35:19	Carol Ann Carroll	4673
Survey Inquiries	Inbound Call - No Survey	07/04/2005 16:34:46	Carol Ann Carroll	4673

Summary Notes

7/4/2005 16:33:34 Carol Ann Carroll 4673

Cust. called on Tele Aid, Incident# 15086700 with SRS Light on.
 Writer advised customer that he should pull over and writer would get Roadside Assistance on line to have vehicle towed. Writer explained that airbag is malfunctioning and that they could deploy while driving for no reason, or might not deploy if needed in an accident. Customer stated vehicle was driving fine. Writer again explained issue and advised that should there be a problem with the airbag system, and he did not take my advise by pulling ove and having vehicle towed we would not be responsible should anything happen to customer or occupants in vehicle. Advised writer would document his decision to drive against advise. Customer stated "That's okay, goodbye"

Summary Note Information

Mercedes Benz of U.S.A

Note ID 931488 **Cus Ident** 469718 **Legal** **Note Type** Roadside Assistance
Customer Address [REDACTED]

Phone Saint Joseph MI [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 25425 GURLEY-LEEP MOTOR WERKS MISHAWAKA IN

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J95A [REDACTED]
Mileage 10593 **Prod Date** 6/3/2004 **Warr Date** 8/17/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/23/2005 11:06:22	Carol Ann Carroll	4673

Summary Notes

9/23/2005 11:06:10 Carol Ann Carroll 4673

SRS. Declined Tow. Advised we would not be responsible should Air Bag malfunction. Customer understood

Summary Note Information

Mercedes Benz of U.S.A

Note ID 959441 **Cus Ident** 2363967 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntingdon Valley PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILL NJ
Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILL NJ
Last Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILL NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]
Mileage 23253 **Prod Date** 10/4/2004 **Warr Date** 11/12/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Call Complete - CAC contacted dealer	11/16/2005 09:50:08	Carol Ann Carroll	4673
	Trigger 10/2005	11/15/2005 13:41:32	Carol Ann Carroll	4673

Summary Notes

11/15/2005 13:41:16 Carol Ann Carroll 4673

Trigger Oct. 05 List.

Called [REDACTED], general voice mail, called [REDACTED], and spoke with cust. who stated it is ridiculous that there are so many problems with this car. Stated it is an infringement on his time to have to keep going back Dealer goes out of their way, the problem is the car. At dealer once a month. Claims SRS light goes on once a month, something wrong with Brake sensor, windshield washer sensor has had issues. Cust. stated he lives in PA and going back and forth to Princeton is a hassle. At this time the side view mirrors move on their own, which allegedly was already taken care of.

Cust. believes there is a defect in the vehicle. Cust. stated he spoke with Gen. Sales Mgr. Tom Knobloch last Monday and advised him he would like something done for him. Claims Mr. Knobloch told him he would get in touch with MBUSA and get back to him but he has not heard.

Writer advised cust. I would call dealer and get back to him.

Writer called dealer and left a mess. for Tom Knobloch with my extension for a call back regarding above.

11/16/2005 09:49:57 Carol Ann Carroll 4673

Tom Knobloch left mess for writer stating he would be out of office Wed. 11/16 returning 11/17. Stated he was meeting with the Market Manager at that time to discuss [REDACTED] request.

Writer called cust. and advised of above. Cust. requested writer fax this in writing. Writer advised this was not customary and I was verbally advising what Mr. Knobloch informed me. Cust. wanted to know who would contact him. Writer advised I would request Mr. Knobloch to call him.

Gave to T/L for NTMT and note to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1284937 **Cus Ident** 30219203 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL
Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 7761 **Prod Date** 8/9/2005 **Warr Date** 12/3/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	07/06/2006 11:20:12	Carol Ann Carroll	4673
Trigger - MBUSA	Call Complete - TL Referral	07/06/2006 11:20:03	Carol Ann Carroll	4673
	Trigger-HAPPY	07/06/2006 11:20:03	Carol Ann Carroll	4673
	Trigger 06/2006	07/06/2006 11:20:03	Carol Ann Carroll	4673
Customer at Risk	Loyal Customer	07/06/2006 11:20:19	Carol Ann Carroll	4673

Summary Notes

7/6/2006 11:19:28 Carol Ann Carroll 4673

TRIGGER JUNE 06 LIST

Called [REDACTED] and spoke with Maria, driver of vehicle, who stated she is very unhappy with the vehicle. Stated she has driven Mercedes for years but does not think she will get another one after this. Stated she loves the vehicle but it has to many issues. Stated that currently, the SRS light keeps flashing on and off and she has a message telling her to check oil. Writer advised customer that needing oil at this time is not a malfunction and she should get oil into vehicle if message is on of damage could be done to engine. SRS light issue s/b looked at also. Advised customer to call dealer for appointment and if she could not get in today she should check oil level and add some herself. Customer thanked writer for follow up and advise.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1536813 **Cus Ident** 29495686 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Swedesboro NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]
Mileage 25000 **Prod Date** 11/22/2004 **Warr Date** 10/14/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	12/31/2006 14:18:20	Carol Ann Carroll	4673

Summary Notes

12/31/2006 14:18:03 Carol Ann Carroll 4673

Customer stated SRS light was on. Writer advised customer that vehicle needed to be towed. Advised vehicle needed to be taken to a dealer to determine what was wrong with vehicle. Advised with light on Air/Bag/ Seat belt restraint might not activate if needed, and could activate accidentally. Customer stated he was away from home at this time/ confirmed 100 miles. Writer explained trip interruption. Advised customer I would document conversation and if he refused tow we would not be responsible for anything that might happen regarding this issue. Customer stated he would call back

12/31/2006 14:44:08 Angela Londono 7851

Customer called stating that he drove to dealer w/ SRS Light and requested a loaner vehicle. Writer advised customer that dealers are closed and he would have to rent a vehicle. Customer also requested writer to call dealer and have them work on vehicle first thing Tuesday morning. Writer provided customer with dealer number and advised him that writer will not be here Tues morning. Customer very unhappy

Summary Notes

4/30/2007 08:51:41 Robyn Letz 6209

Sent To PAC

4/30/2007 10:49:55 Robyn Letz 6209

Response: from SPOM:

Robin,

I have been in contact with the dealer. The real story is -

Customer was involved in an accident. Vehicle was repaired at an independent shop. It was there for 2 mo. I was then brought to the dealer two weeks ago. It was determined that the car needs a wiring harness. The part has been ordered and has an ETA of the end of MAY. The dealer has placed the part on special procurement, b wiring harnesses are usually hand made by the vendor and not stocked. The customer is upset and demanding loaner vehicle.

This is an issues that he needs to address with his insurance co.

Had the vehicle been at a Certified collision center - This issue may not have happened.

5/2/2007 11:38:10 Robyn Letz 6209

From PAC:

They do not have this customer listed

Summary Notes

9/12/2007 17:00:37 Carol Ann Carroll 4673

██████████ called and stated that his vehicle has been at dealer since 8/2/07, he has been paying for lease and does not have a car to drive.

Customer claims that dealer cannot fix the car.

He also stated that dealer gave him a rental but he brought it back because it was too small and they will not give him a Mercedes.

Writer inquired what customer meant by dealer could not fix vehicle.

He stated his SA advised him that every time they repair something, another issue comes up.

Writer advised customer that loaner vehicles are up to individual dealers.

Customer stated he knew.

Writer inquired how we could assist him.

Advised I could call dealer to find out status and offer technical assistance if needed.

Customer asked what else we could do.

Writer inquired what it was he wanted.

Customer stated if dealer cannot fix he wants a new vehicle.

Writer confirmed that lease was under different name and that he has a different address from lease.

Customer confirmed.

Writer advised customer that I would call dealer to find out status of vehicle.

Advised that if customer was requesting to be taken out of vehicle lease/owner would have to make this request.

Customer stated he would wait to hear from me.

Advised I would call him tomorrow.

9/12/2007 17:04:45 Carol Ann Carroll 4673

Writer called SM Glenn and left a message for a callback.

Gave SM a recap of above.

9/13/2007 12:08:07 Carol Ann Carroll 4673

SM Glenn called writer.

He advised vehicle does have different issues and they are working with the TAC to resolve.

Advised there was a trans oil leak which went into the wiring harness.

A new alternator was delivered to dealer yesterday which they will be installing and will continue testing vehicle.

Glenn advised that when vehicle's repairs are complete, he will discuss down time compensation with SPOM.

Writer called customer and advised customer of my extension.

Advised dealer is working on vehicle and will speak with him regarding downtime compensation when vehicle is repaired.

9/17/2007 16:29:40 Carol Ann Carroll 4673

██████████ called again and stated vehicle is still not repaired and he still has to make his lease payment.

Writer advised I spoke with SM Glen regarding compensation for down time.

Advised customer that he should speak with him once vehicle is repaired so that we know the exact amount of time he did not have vehicle.

Customer stated he would.

10/19/2007 14:33:20 Jennifer Burton 7843

Customer phoned requesting "status of buyback". customer claims that Service Manager Glen advised him that MBUSA will be buying back vehicle.

Writer did not see any documentation regarding buyback.

Writer spoke with Assistant Service Manager Kozet (SM Glen Matsuda not at dealer today). Kozet advised she will have to look into and will call back. Writer provided direct number.

Summary Notes

10/29/2007 15:36:08 Carol Ann Carroll 4673

██████████ called customer relations and again advised that dealer SM Glen advised MBUSA would buy back his vehicle.

He is requesting that all the paperwork be done at Downtown LA Motors. He stated he wants to purchase new vehicle at that dealer.

Writer advised customer I would need to investigate his request further and get back to him.

Writer called SPOM , Ron R and left a VM for a callback.

10/30/2007 11:40:03 Carol Ann Carroll 4673

SPOM, Ron called writer to update.

He advised that a buyback offer was made to owner, ██████████, papers were filed to ISG and the owner then rescinded and advised SM Glenn she did not want the buyback.

██████████ was left a message approximately 15 minutes ago to confirm that ██████████ is calling on her behalf and to finalize the buy back question.

SPOM also advised writer that the vehicle will need to be turned into Calstar Motors , if customer goes through with the buyback, as this is where the inspection and paperwork has been done.

If transaction is completed, customer will receive a check and she will then be free to purchase a new vehicle where ever she chooses.

SPOM will contact writer with an update.

11/2/2007 14:47:12 Carol Ann Carroll 4673

Writer E Mail SPOM to inquire if there was an update. He replied:

The customer/owner has not responded to two messages. Nothing else to do at this time.

Best regards,

Ron

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2884233 **Cus Ident** 31127444 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stafford VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 42514 **Prod Date** 8/3/2005 **Warr Date** 2/25/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	High Cost of Repairs	11/22/2008 13:45:20	Carol Ann Carroll	4673
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	11/24/2008 16:29:49	Carol Ann Carroll	4673

Summary Notes

11/22/2008 13:45:08 Carol Ann Carroll 4673

[REDACTED] sent the following:

Comments:

I own a 2006 E350. It was told to me by MB service rep that there is a known safety problem with the wiring harness of the SRS. My question is why has a recall not been initiated to resolve this as instructions have been given to service departments on fixing the issue. It doesn't seem fair for MB, known for it's outstanding customer service, to make owners pay for a problem that has been identified by you and that has occurred frequently, rather than just recalling affected models to be brought in to get fixed before something happens. Thank you and I await your response.

Writer called dealer and spoke with acting SM Tom Molnar who is the Parts Mgr. He pulled RO and advised there is a malfunction display for SRS visit workshop and customer declined service at that time.

He will have SD call me on Monday to discuss.

11/22/2008 13:45:09 Carol Ann Carroll 4673

No Escalation Required

Summary Notes

11/24/2008 16:29:35 Carol Ann Carroll 4673

Writer spoke with SD Dave.
He will have SA call customer and offer discount.

Sent to customer:

Dear [REDACTED]:

Thank you for your recent e-mail concerning your E 350

We apologize for your dissatisfaction on the current needed repair. Work instructions are provided by Mercedes-Benz USA to our dealers on a regular basis. It is our responsibility to supply the dealers with work instructions for all repairs. This does not mean that we are recognizing a defect, but simply acting in due diligence.

Nevertheless, we called your dealer on your behalf to discuss your concern. They advised that the vehicle needs a new camshaft at this time. They have also advised they will be contacting you to offer assistance with this repair as a gesture of good faith. You should be hearing from them shortly, if not already.

We appreciate the opportunity to look into this matter. We wish you many years of safe and pleasant driving.

Sincerely,

Carol C.
Mercedes-Benz USA

Summary Note Information

Mercedes Benz of U.S.A

Note ID 869495 **Cus Ident** 20174006 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palm Springs CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05733 WALTER S AUTO SALES AND S RIVERSIDE CA
Last Sell Dlr 05733 WALTER S AUTO SALES AND S RIVERSIDE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 3096 **Prod Date** 1/14/2005 **Warr Date** 2/24/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/16/2005 18:08:09	Ricardo Camacho	4679

Summary Notes

4/16/2005 18:07:55 Ricardo Camacho 4679

Customer called Roadside with an SRS light on. Writer recommended customer to have vehicle towed. Customer refused and stated he would drive the vehicle into the dealership himself.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 876092 **Cus Ident** 26348127 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Anthony **NM** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75556 MERCEDES-BENZ OF EL PASO EL PASO TX
Sell Dlr 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO
Last Sell Dlr 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 5391 **Prod Date** 12/2/2004 **Warr Date** 1/2/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	05/02/2005 15:14:36	Christine Dingler	6361
Dealer Parts	Part(s) not Available	05/02/2005 15:14:40	Christine Dingler	6361

Summary Notes

5/2/2005 15:14:25 Christine Dingler 6361

[REDACTED] phoned the CAC requesting MBUSA assistance. Customer alleges that he has been without this vehicle for 8 weeks for a part issue. See prior case 177809--airbag deployment issue.

Customer alleges also that he is getting MPG of 28-32 and is dissatisfied with this as the reason he purchased th vehicle was for fuel economy. Customer alleges that dealer, "was not able to pull any codes." Customer alleges that he teaches automotive technology and wants to know why dealer has not run any type of test on vehicle to determine if there are other factors affecting his MPG.

Writer left VM for SPOM for info.

Writer spoke with Parts Manager James CUILTY who advised that last part # 000 540 8605 harness for airbags, should be at dealer today or tomorrow.

Writer left VM for SM Keith Young requesting further info.

Writer spoke with SPOM who advised that he will contact dealer to follow-up.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 913043 **Cus Ident** 6438879 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Deerfield Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY
Sell Dir 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 3385 **Prod Date** 9/16/2004 **Warr Date** 11/16/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	08/05/2005 11:31:04	Christine Dingler	6361
	Excessive Wait for Appointment	08/05/2005 11:31:04	Christine Dingler	6361
	Overall Dissatisfaction with Service	08/05/2005 11:31:04	Christine Dingler	6361

Summary Notes

8/5/2005 11:30:51 Christine Dingler 6361

[REDACTED] phoned the CAC stating that his vehicle is stating "Do not drive vehicle--SRS fault."

Customer stated that the earliest appointment with a loaner vehicle that he can get is on August 24th. Customer stated that dealer is aware of what his issue with vehicle is. Customer completely dissatisfied with dealer and response, understands that dealer is independently owned and operated and MBUSA can not force dealer to see vehicle sooner. Customer asked that writer share his dissatisfaction with dealer.

Writer apologized for inconvenience and experience and advised that writer would share his comments.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 914506 **Cus Ident** 5823569 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jackson MS [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 01317 MC CONNELL AUTOMOTIVE CC MOBILE AL
Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS
Last Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 2000 **Prod Date** 2/1/2005 **Warr Date** 5/23/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	08/10/2005 09:50:19	Christine Dingler	6361
Vehicle Information Inquir	Vehicle Features Inquiry	08/10/2005 09:50:25	Christine Dingler	6361
Dealer Contact to CAC	Updated Vehicle / Customer Record	08/11/2005 11:22:15	Robyn Letz	6209

Summary Notes

8/10/2005 09:50:01 Christine Dingler 6361

[REDACTED] phoned the CAC expressing great dissatisfaction with lack of loaner offered by Mobile AI. Customer stated that she has less than 2,000 miles on car, SRS light is on, and customer experienced flat tire.

Customer alleges that independent shop inspected tire and found damage other than customer driving one block on tire because it had no tire pressure.

Customer also stated that her Sirius is not operating.

Customer also explained that she has been having medical concerns (bleeding kidney's, physical therapy 3 X a week because of boating accident, surgery on Monday) and is currently going through divorce.

Writer apologized for her experience. Writer advised that dealer's are independently owned and operated and se their own loaner vehicle policy's. Writer advised that writer would document her dissatisfaction and share with dealer. Writer advised that SRS light should be addressed as soon as possible.

Customer stated that she has not yet made appointment but will.

Writer spent approx 20 additional minutes walking customer through operations of Navi unit.

8/11/2005 11:22:00 Robyn Letz 6209

Pete from dealer called, they will make an exception to their loaner vehicle policy for this customer due to low mileage on the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924684 **Cus Ident** 28574952 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mahopac

NY [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dlr

Sell Dlr 75126

Emp Leases - DCFS Trust MBUS.

Last Sell Dlr 34205

MERCEDES-BENZ OF HAGERS[®] HAGERSTOWN MD

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110871X [REDACTED]

World Vin: WDBUF87J36X [REDACTED]

Mileage 32 **Prod Date** 6/15/2005 **Warr Date** 8/24/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenanc	Vehicle Relationship Update	09/06/2005 10:23:50	Christine Dingler	6361

Summary Notes

9/6/2005 10:23:33 Christine Dingler 6361

[REDACTED] phoned the CAC stating that her SRS light came on, contacted closest dealer, was advised that she couldn't get appointment until next Wed , and no loaner would be available. Customer stated that she got vehicle through family lease program.

Writer advised that dealer's are independently owned and operated and solely responsible for alternate transportation policy and scheduling. Writer did offer to provide phone #'s of other dealer--customer declined. Customer did not disclose what dealer she contacted for assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 948978 **Cus Ident** 35814192 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Penn Valley PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ
Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ
Last Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 99 **Prod Date** 1/28/2005 **Warr Date** 9/17/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	11/08/2005 08:16:12	Christine Dingler	6361

Summary Notes

11/8/2005 08:16:08 Christine Dingler 6361

[REDACTED] phoned the CAC alleging that his SRS light is on and dealer is unable to provide loaner vehicle until 17th of Nov.

Customer alleges he contacted another dealer and they haven't advised if they have loaner for customer. Customer expressed great disappointment stating he should have purchased a Lexus and will allegedly tell his friend not to pick up his vehicle because of this.

Writer apologized for experience. Writer advised that loaner vehicle's are provided by dealer, not MB and advise that his comments would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1062849 **Cus Ident** 25670083 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Savoy IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22439 SULLIVAN-PARKHILL IMPORTS, CHAMPAIGN IL
Sell Dlr 22439 SULLIVAN-PARKHILL IMPORTS, CHAMPAIGN IL
Last Sell Dlr 22439 SULLIVAN-PARKHILL IMPORTS, CHAMPAIGN IL
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J55A [REDACTED]
Mileage 12240 **Prod Date** 6/9/2004 **Warr Date** 9/30/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	01/31/2006 12:42:47	Christine Dingler	6361
Internet	Internet Inquiry	01/31/2006 12:42:51	Christine Dingler	6361

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/31/2006 12:42:42	Christine Dingler	6361

Summary Notes

1/31/2006 12:42:32 Christine Dingler 6361

Corres # 287691

It has been one month since I took my car in to the Mercedes Dealer Ship here in Champaign – because the SR light came on stating that my restraint system has malfunctioned and I should take it in immediately – I did that, I was given an appointment which was one week out took the car in , they called me after about 2 hrs and said the car was ready – ready meant that a part had to be ordered. – One week later I stopped by to see if the part was in, I was told that all of the Mercedes were in need of the same part that I was needing and that it is not clear when I would be able to get the car serviced. I have a Survey in my hands to fill out.... How can I give a positive answer to any of the questions.....? The car I purchased was very expensive as you know – I just expected better service.

[REDACTED]
Savoy, IL
[REDACTED]

1/31/2006 13:57:40 Robyn Letz 6209

From PAC:

(writer asked if part was control module)

Its not a control module , but the wires to it...part 0015408705. Part was released today on Paragon 1800782.....dealer will have tomorrow.

2/1/2006 11:13:05 Christine Dingler 6361

Writer spoke with Service Manager Randy West who advised that he is aware of customer. Parts have not yet arrived, but will contact customer as soon as they do arrive.

Writer has left VM for [REDACTED] requesting contact to writer.

2/1/2006 15:44:26 Christine Dingler 6361

Customer left writer VM. Writer returned customer's VM.

2/1/2006 16:09:28 Christine Dingler 6361

Writer spoke with [REDACTED]. Writer apologized for delay and advised of above information. [REDACTED] thanked writer for contact and advised that she would contact writer back after repairs are completed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1076382 **Cus Ident** 14768577 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

HILLSBOROUGH CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05765 AUTOBAHN MOTORS BELMONT CA

Last Sell Dlr 02103 MERCEDES-BENZ OF ANCHOR, ANCHORAGE AK

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]
Mileage 1 **Prod Date** 3/21/2005 **Warr Date** 5/13/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/10/2006 12:38:11	Christine Dingler	6361

Summary Notes

2/10/2006 12:37:50 Christine Dingler 6361

[REDACTED] phoned the CAC via TeleAid advising that SRS light is on. Write advised customer not to drive vehicle
 Customer stated they were on way to trip but would drive to dealer.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1513810 **Cus Ident** 10716117 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Moorestown NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ

Last Sell Dlr**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76XX6A [REDACTED]
Mileage 9519 **Prod Date** 1/12/2005 **Warr Date** 2/23/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/13/2006 13:37:50	Christine Dingler	6361

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/13/2006 13:37:50	Christine Dingler	6361

Summary Notes

12/13/2006 13:37:40 Christine Dingler 6361

[REDACTED] phoned the CAC stating that he fastened the rear seatbelts in this vehicle yesterday to stop them from rattling - no one sits in the rear of the vehicle. Customer stated that the SRS light came on and has stayed on.

Writer suggested unfastening then fastening them again and restarting vehicle to see if this corrects - maybe connection was poor. Writer advised that if this does not correct, to contact RAP and have vehicle towed to deal - MBUSA does not recommend driving w/ this light on.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1600640 **Cus Ident** 10911328 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Tulsa OK [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 65100 JACKIE COOPER IMPORTS TULSA OK
Sell Dlr 65100 JACKIE COOPER IMPORTS TULSA OK
Last Sell Dlr 54101 MERCEDES-BENZ OF ALBUQUE ALBUQUERQUE NM

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J56A [REDACTED]
Mileage 3239 **Prod Date** 5/10/2006 **Warr Date** 7/29/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	02/12/2007 10:21:45	Christine Dingler	6361

Summary Notes

2/12/2007 10:21:34 Christine Dingler 6361

[REDACTED] phoned the CAC stating that his SRS light is on and dealer can not get him into a loaner vehicle until Friday, 2/16.

Writer apologized for his dissatisfaction. Writer advised that MBUSA does not have a loaner vehicle/alternate transportation policy - it is set by individual dealers , they determine how and when.

Customer not satisfied stating that this will be last MB he purchases.

Summary Notes

2/22/2007 16:11:59 Christine Dingler 6361

Corres # 316464

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Tulsa

State: OK

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I thought Mercedes-Benz was a company who knew how to treat their customers properly and with a commitment to customer service. If that is the case, it appears that you need to educate Jackie Cooper Mercedes-Benz to that fact; as well as the folks that answer the phone at you 800 customer assistance number. The SRS malfunction warning light came on yesterday (Sunday). Obviously this is a safety issue, yet Jackie Cooper Mercedes-Benz doesn't think so, nor your customer assistance person. Jackie Cooper said they couldn't get me a loaner car until Friday. I called customer assistance and they said they couldn't help me. It was an issue with the dealership. Now, with the Lexus GS430 we traded in for the E320CDI, we had a loaner car waiting for us and running to warm it up in this cold weather. This is for an oil change, not a safety issue. Clearly, Lexus understands customer service. I had to call Jackie Cooper twice to get some assistance. First, I asked for the manager of Mercedes-Benz and was routed to his phone number, only to get a voicemail that he wouldn't be in until Tuesday. Then, I called again and finally got a person that would help. I took the car in this evening and received a loaner vehicle. This was an extremely frustrating series of events and tells me that Jackie Cooper Mercedes-Benz and Mercedes-Benz USA really have a long way to go to match up to your competition and earn our repeat business.

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: WDBUF26J56A [REDACTED]

2/22/2007 16:12:17 Christine Dingler 6361

Dear [REDACTED]:

Thank you for your e-mail.

We regret to learn of your continued dissatisfaction. Please be assured that your comments have been fully documented in our reporting system and shared appropriately.

The opportunity to correspond.

Sincerely,

Christine D.
Customer Relations Liaison
Mercedes-Benz USA, LLC
1 (800) 367-6372 ext. 6361

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3168751 **Cus Ident** 34599149 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Gainesville FL [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 14132 DUVAL MOTORCARS GAINESVILLE FL
Sell Dlr 15311 CROWN EUROCARS INC. SAINT PETERSE FL
Last Sell Dlr 15311 CROWN EUROCARS INC. SAINT PETERSE FL

Note to Market Ind: **Amount** 225.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 51446 **Prod Date** 3/24/2005 **Warr Date** 7/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/21/2009 12:12:24	Christine Dingler	6361
Advocating for Customer	Vehicle \$	06/16/2009 12:36:00	Christine Dingler	6361

Summary Notes

5/21/2009 12:12:18 Christine Dingler 6361

Corres # 386538

Prefix: Dr.

First Name: [REDACTED]

Last Name: [REDACTED]

Suffix:

Address: [REDACTED]

City: Gainesville

State: FL

Zip Code: [REDACTED]

Email Address: [REDACTED]

Primary Phone: [REDACTED]

Primary Phone Type: Home

Primary Phone Best Time: AM

Secondary Phone:

Secondary Phone Type:

Secondary Phone Best Time:

Comments:

I would like to register a complaint about required repairs that arose just after my warranty expired. Knowing that my warranty would expire at 50,000 miles, I took the car in for a complete check-up on March 19, 2009 at 49,166 miles - the dealer said everything was fine. A required service was due at about 52,000 miles. I was surprised to be advised by the dealer at that service that both batteries needed to be replaced. Perhaps the dealer missed the pending failure of the batteries or they expired at an unfortunate (for me) time. Either way the timing of this issue suspect. This sort of "coincidence" used to arise with the former big three domestic auto makers but I never expected it to occur with a Mercedes and am very disappointed. This is my fourth Mercedes. Other than this issue and wipers that come on when they shouldn't, I have been very happy with the car.

5/21/2009 12:12:25 Christine Dingler 6361

No Escalation Required

5/21/2009 13:03:27 Christine Dingler 6361

Writer spoke with ServA Mike who advised that dealer completed repairs to SRS light and steering column concern - did not test batteries.

Mike has left msg for customers ServA Kevin to phone writer back.

5/21/2009 18:15:29 Christine Dingler 6361

Writer spoke with ServA Kevin who advised that dealer did run basic diagnostic and did not detect any battery concern. Kevin advised that when vehicle came in for service they ran additional test which indicated both batteries needed replacement.

5/26/2009 12:54:46 Christine Dingler 6361

Dear [REDACTED]:

Thank you for your recent e-mail.

We regret the circumstances that prompted your contact. Lacking direct involvement in the situation you described prevents us from commenting with specifics. Therefore, we did speak with Duval and shared your concerns with them. It is our recommendation that you speak directly with your Service Advisor Kevin who is in the best position to explain what was found upon their inspections of your vehicle.

[REDACTED], your patronage of our products means a great deal to us. We appreciate you taking the time to share your concerns.

Sincerely,

Christine D.
Mercedes-Benz USA, LLC

Summary Notes

5/28/2009 19:31:46 Christine Dingler 6361

Corres # 387091

Thank you for replying to my email although the content of your response was not acceptable. The bottom line is that the batteries failed shortly after the warranty period expired. I am not responsible for their design and manufacture - you are. Therefore, I look to MB for resolution to this case. I have already talked to the dealer and does no good to send me back to him. I do not intend to allow you to play ping pong with me as the ball - where you bounce me back and forth between you and the dealer.

I would like to be reimbursed for the cost of the batteries. Whether it is you or the dealer that is responsible is not my concern. I would simply like to receive the value that your advertising claims is present in your automobiles. If not, I will be shopping on your competitors lot when it comes time to replace this car. Thank you.

David Nye, PhD, MBA

5/29/2009 13:28:09 Christine Dingler 6361

Left Vm for P.Hults.

5/29/2009 13:38:38 Christine Dingler 6361

Writer left VM for ServM James Brown.

6/2/2009 11:24:33 Christine Dingler 6361

Writer has left VM for ServM Jim.

6/4/2009 17:25:19 Christine Dingler 6361

Writer sent message to SPOM Dave Woolsey.

6/8/2009 18:46:08 Christine Dingler 6361

Writer spoke with ServM - will review tomorrow.

6/11/2009 12:01:22 Christine Dingler 6361

Left VM for ServM.

6/16/2009 12:35:31 Christine Dingler 6361

Writer spoke with ServM Jim - C1A and dealer will split cost of repair - total \$450. ServM to contact customer to advise.

Summary Notes

3/26/2010 10:35:54 Christine Dingler 6361

Corres # 412591

Prefix: Mr.

First Name: [REDACTED]

Last Name: [REDACTED]

Suffix:

Address: [REDACTED].

City: richmond

State: TX

Zip Code: [REDACTED]

Email Address: [REDACTED]

Primary Phone: [REDACTED]

Primary Phone Type: Mobile

Primary Phone Best Time: AM

Secondary Phone:

Secondary Phone Type:

Secondary Phone Best Time:

Vehicle Information:

VIN: WDBUF56J56A [REDACTED]

Comments:

I WOULD LIKE TO HAVE THE SERVICE RECORDS FOR THIS AUTO. THE DEALERSHIP THAT I PURCHASED IT FROM SUGGESTED I CONTACT YOU AS THEY DID NOT HAVE ONE FOR THIS AUTO. THERE ARE ONLY 26,000 MILES SHOWING AND IT APPEARS THERE IS A SCHEDULE MAINTENANCE REQUIRED.

3/26/2010 10:36:34 Christine Dingler 6361

No Escalation Required

Summary Notes

3/26/2010 10:49:18 Christine Dingler 6361

Dear [REDACTED]:

Thank you for your recent e-mail.

While we do not have the full maintenance records or actual invoice copies to provide (these are kept at the dealership performing the work), below is the warranty history of repairs covered by Mercedes-Benz USA, LLC.

Date	Mileage	Dealership	Description
06/03/2008	22,117	Houston, TX	Evaporator, A/c System
12/23/2005	3,443	Sarasota, FL	Front Torsion Bar Linkage/plate
12/23/2005	3,443	Sarasota, FL	Control Unit Automatic Transmission
12/08/2005	3,074	Sarasota, FL	Mb Service Welcome, First Service Visit
12/08/2005	3,074	Sarasota, FL	Spring-loaded Arm, Front Axle
12/08/2005	3,074	Sarasota, FL	Contact Spiral/volute Spring, Airbag
12/08/2005	3,074	Sarasota, FL	Interior Lamp/roof Operating Unit Rear
11/22/2005	2,796	Sarasota, FL	Shock Absorber, Rear
11/22/2005	2,796	Sarasota, FL	Backrest Frame, Front Seat
11/18/2005	2,657	Sarasota, FL	Shock Absorber Fastening, Rear
11/18/2005	2,657	Sarasota, FL	Rubber Mount, Spring-loaded Arm, FrontAxle
11/18/2005	2,657	Sarasota, FL	Hydraulic Unit, Traction System
10/05/2005	1,024	Sarasota, FL	Sensor, Rotation Angle
09/24/2005	701	Sarasota, FL	Lock Striker, Front Door, Left
09/24/2005	701	Sarasota, FL	Control Unit, Emergency Call System
09/14/2005	382	Sarasota, FL	Wheel, Disk Wheel, Light Alloy With Tires

We hope to have been some help; best wishes to you for your future safe and pleasant driving!

Sincerely ,

Christine D.
Executive Case Manager
Mercedes-Benz USA, LLC
1 (800) 367-6372 ext. 6361

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1051502 **Cus Ident** 26337220 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 1988 **Prod Date** 2/3/2005 **Warr Date** 2/28/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	01/22/2006 20:21:28	Elyse Brancaccio	4612

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/22/2006 20:21:17	Elyse Brancaccio	4612

Summary Notes

1/22/2006 20:20:22 Elyse Brancaccio 4612

[REDACTED] called at approximately 750 pm est , stating that his SRS light was on in the vehicle. Writer explained the possible danger and offered to have the vehicle towed. client refused , stating he would continue to drive the vehicle as is and he wo

Summary Note Information

Mercedes Benz of U.S.A

Note ID 889413 **Cus Ident** 28365777 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Temple City CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 1 **Prod Date** 3/21/2005 **Warr Date** 4/30/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Mechanical Problem	06/04/2005 17:42:29	Juan De Los Santos	6355

Summary Notes

6/4/2005 17:42:12 Juan De Los Santos 6355

Owner stated she just got the car out of the car wash and now the SRS light is on I explained what it stood for an strongly suggested having the car towed in the owner understood and stated she will just drive it in. Juan D

Summary Note Information

Mercedes Benz of U.S.A

Note ID 890380 **Cus Ident** 11822561 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Massapequa NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55111 MERCEDES-BENZ OF MASSAPEQUA AMITYVILLE NY
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 1 **Prod Date** 7/21/2004 **Warr Date** 9/23/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	06/07/2005 20:03:41	Juan De Los Santos	6355

Summary Notes

6/7/2005 20:03:32 Juan De Los Santos 6355
 SRS light on but after explaining to the owner what it meant and recommending a tow the owner declined

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926796 **Cus Ident** 26300764 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA
Last Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J45A [REDACTED]
Mileage 4703 **Prod Date** 9/9/2004 **Warr Date** 12/22/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/10/2005 23:36:05	Juan De Los Santos	6355

Summary Notes

9/10/2005 23:35:56 Juan De Los Santos 6355
srs light on owner declined tow after strongly recommending to have it towed in. juan d

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1007313 **Cus Ident** 29175862 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Des Plaines IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22122 MERCEDES-BENZ OF ST. CHAR ST. CHARLES IL
Last Sell Dlr 22122 MERCEDES-BENZ OF ST. CHAR ST. CHARLES IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82JX5X [REDACTED]
Mileage 1 **Prod Date** 11/22/2004 **Warr Date** 12/31/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/19/2005 18:41:39	Juan De Los Santos	6355

Summary Notes

12/19/2005 18:41:32 Juan De Los Santos 6355

owner stated she was involved in a minor accident and the SRS light is on now however after I explained what th message meant and how we would strongly recommend a tow she stated no since she is almost 50miles from home and will drive it in carefully.

nothing arranged owner may call back

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1042069 **Cus Ident** 26292420 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hampton Cove AL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 74323 MERCEDES-BENZ OF NASHVILI FRANKLIN TN
Last Sell Dlr 74323 MERCEDES-BENZ OF NASHVILI FRANKLIN TN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]
Mileage 24743 **Prod Date** 11/12/2004 **Warr Date** 12/10/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/15/2006 17:07:20	Juan De Los Santos	6355

Summary Notes

1/15/2006 17:07:07 Juan De Los Santos 6355

SRS light on owner declined tow stating she will "carefully" drive the car to her job and leave it in their parking lot

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916237 **Cus Ident** 26284248 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Wolcott CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 6300 **Prod Date** 11/16/2004 **Warr Date** 12/16/2004 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seat Belts	Seat Belts	08/14/2005 12:24:11	Kathleen Weller	6387

Summary Notes

8/14/2005 12:22:36 Kathleen Weller 6387

Client called into Roadside through teleaid stating that SRS light is on. Client declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 938136 **Cus Ident** 44102675 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Las Vegas NV [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55143 MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 4954 **Prod Date** 4/8/2005 **Warr Date** 4/30/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	10/11/2005 09:21:00	Kathleen Weller	6387

Summary Notes

10/11/2005 09:20:22 Kathleen Weller 6387

Client called into roadside stating that SRS lite is on. Writer advised to tow. Client declined but stated that he will drive it to dealer to have it checked.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2103431 **Cus Ident** 26360952 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Glendale CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 48574 **Prod Date** 11/22/2004 **Warr Date** 1/5/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Non-Warranty Related Issue	01/18/2008 12:21:13	Kathleen Weller	6387

Summary Notes

1/18/2008 12:18:41 Kathleen Weller 6387

Client called in on teleaid to check on his warranty. He stated that he has 56,000 miles on the vehicle. Writer stated that the warranty has expired since the mileage is over 50,000. Client stated that he has had a pre existin situation regarding the airbags and inquired about extending the warranty. Writer advised to speak with dealer ar call client relations.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3207348 **Cus Ident** 45583738 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Newark CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 05643 BERBERIAN EUROPEAN MOTO STOCKTON CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED]
Mileage 57784 **Prod Date** 11/24/2004 **Warr Date** 1/19/2005 **Model** CLS500i 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/17/2009 13:42:50	Kathleen Weller	6387

Summary Notes

6/17/2009 13:42:47 Kathleen Weller 6387

Primary Phone: [REDACTED]
 Current Mileage: 57784
 Dealer(s) involved: N/A

Situation: [REDACTED] called into CAC on behalf of his sister [REDACTED]. He claims that his sister was in an accident recently and he is asking why the airbags did not allegedly deploy. He alleges that she sustained some neck injuries as a result. He claims that she was traveling 50 - 55 m.p.h. and hit a tree while trying to avoid hitting a dog. He stated that she is out of the country until the end of this month. He claims that the vehicle is currently EMC Collision Shop located in Fremont, CA. He stated that the contact person there is Homer Alvarez and he can be reached at (510) 651 8800. He would like a call back on his cell [REDACTED]

Action Taken: Writer escalated to CM for call back.

6/17/2009 13:43:44 Kathleen Weller 6387

Call back Date: 06/17/2009 time: 2:00 PM PST

6/17/2009 17:20:02 Justin Haase 6302

Writer received escalated call from above customer care rep.

Writer phoned customer on cell [REDACTED] as requested above and left a VM for callback with appropriate contact information and hours of operation.

Writer had to speak quickly on the VM because customers VM only allotted a short timeframe in which to do so.

6/17/2009 17:20:29 Justin Haase 6302

Additional call required Date: 06/18/2009 time: 12:00 PM EST

Summary Notes

6/18/2009

17:01:48

Justin Haase

6302

Referral Summary note rvwed By: Justin Haase on: 06/18/2009 : 17:01:45

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3569389 **Cus Ident** 44198172 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Dallas TX [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr

Sell Dlr 75534 EWING AUTOHAUS PLANO TX
Last Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 51578 **Prod Date** 8/24/2004 **Warr Date** 11/26/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Extended Limited Warranty Inquiry	02/01/2010 12:54:14	Kathleen Weller	6387

Summary Notes

2/1/2010 12:53:56 Kathleen Weller 6387

What did the customer say? [REDACTED] called into CAC asking for verify the ELW on this vehicle. She claims that the vehicle is currently at Holmes European for an airbag issue.

What was your response? Wrier verified warranty and stated that the service center would be able o determine if this issue is covered under this ELW.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/1/2010 12:54:17 Kathleen Weller 6387

No Escalation Required

Summary Notes

4/13/2010 19:23:50 Eric Rios 4672

██████████ called in and stated he continues to have problems with the SBC unit in his vehicle.

He stated he has brought the vehicle in to two different DLRs (75534 & 75568) and they have both declined to replace the SBC hydraulic unit under the extended warranty.

██████████ stated the vehicle was last at DLR # 75568, and they would not address the problem. ██████████ is asking that we have someone call the DLR on his behalf and make them aware of this ext. warranty

Writer informed him that the information will be sent to a CM for review and follow up.

He can be reached at ██████████

4/13/2010 19:24:09 Eric Rios 4672

Call back Date: 04/13/2010 time: 8:00 PM CST

4/14/2010 16:23:21 Jennifer Burton 7843

Writer left VM for SrvM Nick (dealer 75534) and SrvM John (dealer 75568) requesting feedback.

4/14/2010 16:32:19 Jennifer Burton 7843

Writer left VM for ██████████ providing 800#/ext. Writer phoned 214-417-3425. ██████████ answered and referred writer to first number.

4/14/2010 16:32:28 Jennifer Burton 7843

Additional call required Date: 04/14/2010 time: 5:15 PM EST

4/15/2010 11:57:41 Jennifer Burton 7843

Writer spoke with SrvM JOHN from Park Place Motorcars (75568). John stated that vehicle visited dealer 4/2/10 for unrelated issue (ESP light, ABS, Check Engine light). John stated that transmission fluid was leaking onto wiring harness creating issue with transmission control unit. Dealer recommended cleaning area and replacing unit. Dealer cleaned area however customer declined control unit replacement. John advised that customer declined any additional repairs.

4/15/2010 12:10:47 Jennifer Burton 7843

Writer spoke with SrvM Nick (Ewing Autohaus). Please see sumnote 3564574 dated 1/28/10 under Mrs. Linda Duffin.

SrvM Nick advised that vehicle was at dealer in 1/2010. Nick stated that he met with both ██████████ and explained that vehicle needs ESP Control Module which does not fall under terms of SBC extended warranty and are unrelated. Nick stated that customer was challenging. Nick stated that customer declined any repairs and had vehicle towed out. customer was working with independent as well.

Summary Notes

4/15/2010 12:39:43 Jennifer Burton 7843

Writer spoke with [REDACTED] in length. Writer advised customer that writer had the opportunity to speak with management at both Ewing Autohaus and Park Place Motors in regards to the most recent visits. Writer advised customer of above feedback/diagnosis provided by Service Managers. Writer advised customer that extended warranty only covers the SBC hydraulic unit and no other related components.

Customer claims that dealers are "just trying to make money" and that is why they have found other things wrong but not the SBC hydraulic Unit.

Writer advised customer that it would be no benefit to not replace it if it was faulty as dealer would be paid.

Customer demand that MBSUA replace the SBC hydraulic unit.

Writer advised customer that as per dealers, this is not faulty and not contributing to the current issues with vehicle. Writer advised customer that MBUSA will only replace if faulty.

Customer stated that he was advised that SBC part was under recall and already repaired. Customer request confirmation.

Writer advised customer that SBC bracket was recalled however this has already been closed and repaired.

Customer demand that MBUSA replace SBC bracket.

Writer advised customer that dealer did not find faulty SBC bracket and recall is already closed therefore MBUSA respectfully declines.

Customer demand that MBUSA replace SBC hydraulic unit.

Writer advised customer no.

Customer voiced dissatisfaction stating that dealer is just trying to make money off of him and that is why they are recommending these other repairs. Customer demand that SBC unit be replaced and if it doesn't fix the issue then he will pay for it.

Writer advised customer that writer can contact SrvM on his behalf.

Customer voiced dissatisfaction and demand authorization. Customer claims that he is a mechanic and has also brought vehicle to a "transmission specialist". customer claims that dealers are lying.

Writer advised customer that we only have a working relationship with our authorized dealers. Writer advised customer that dealers are trained by MBUSA and have several different resources available to them. Writer advised customer that we have full confidence in our dealers and their diagnosis of vehicle.

Customer voiced dissatisfaction. Customer was very challenging. Customer stated that he "will be in touch" and hung up.

4/15/2010 12:41:03 Jennifer Burton 7843

NTMT

NTMT Ewing Autohaus and Park Place Motors. Summary note rwwed By: Jennifer Burton on: 04/15/2010 : 12:40:45

6/8/2010 16:32:46 Carol Ann Carroll 4673

Letter received by BBC. Please see note under Janice Croux, CID 37301284.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1018769 **Cus Ident** 26475384 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Byram Township NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51138 INTERCAR, INC. NEWTON NJ
Last Sell Dlr 51138 INTERCAR, INC. NEWTON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J85A [REDACTED]
Mileage 3000 **Prod Date** 10/22/2004 **Warr Date** 8/29/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	12/28/2005 17:38:11	Claudia Haskins	4660

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/28/2005 17:38:14	Claudia Haskins	4660

Summary Notes

12/28/2005 17:37:58 Claudia Haskins 4660

Customer called in w/ SRS light. I advised of dangers of driving w/ light on and advised to have car towed into dealer. Customer refused a tow into dealer and advised he would drive car into dealer tomorrow morning. CXH 4660

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1128318 **Cus Ident** 30569075 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oak Park CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Last Sell Dlr 05171 MERCEDES-BENZ OF ENCINO ENCINO CA

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 3000 **Prod Date** 11/23/2005 **Warr Date** 12/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	03/19/2006 20:14:03	Claudia Haskins	4660

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/19/2006 20:14:07	Claudia Haskins	4660

Summary Notes

3/19/2006 20:13:56 Claudia Haskins 4660

Customer refused to have car towed . I advised customer of all the dangers of driving the car with the SRS light on. CXH 4660

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1138684 **Cus Ident** 29240220 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Alexandria VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 13530 **Prod Date** 11/25/2004 **Warr Date** 1/7/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	03/27/2006 12:42:59	Claudia Haskins	4660

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/27/2006 12:43:02	Claudia Haskins	4660

Summary Notes

3/27/2006 12:42:50 Claudia Haskins 4660

Customer was advised of all the dangers of driving car with the SRS message on, but he refused to have car towed. CXH 4660

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1339439 **Cus Ident** 29261167 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

MIAMI **FL** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X36A [REDACTED]
Mileage 13000 **Prod Date** 12/16/2004 **Warr Date** 2/19/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Coverage Inquiry	08/22/2006 14:29:54	Claudia Haskins	4660
	Suspension Problem	08/22/2006 14:29:54	Claudia Haskins	4660
	Other	08/11/2006 10:16:00	Claudia Haskins	4660

Summary Notes

8/11/2006 10:16:01 Claudia Haskins 4660
 Roadside - Other [See Roadside Ticket ID: 2916276]
 8/22/2006 14:29:00 Claudia Haskins 4660

[REDACTED] (the cars driver) called back requesting to have the car towed into MBZ of Miami. [REDACTED] state that she was unhappy w/ service, that they were not able to get parts to repair the issue, and that Bill Ussery refused to provide her a free loaner car. Customer's original complaint was that her airbags deployed inadvertent without being involved in an accident. Writer advised client that rap may help her tow the car into dealer but that she would have to pay for the tow that was already done to Bill Ussery and may also be responsible for the tow into MBZ of North Miami. Customer agreed to pay for both tows as long as her vehicle is towed into MBZ of Mian. Writer advised Mustafa of issue with [REDACTED]. Mustafa followed up with Bill Ussery and the actual problem with the car is the suspension and the shocks for her car are on backorder. There is NOT and airbag deployed in the car. Customer chooses to have her car towed into MBZ of Miami. Writer will call client back to advise to keep receipt of both tow bills to have her MBZ of Miami submit to warranty.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1361109 **Cus Ident** 33695067 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stoneham MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA
Last Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J15A [REDACTED]
Mileage 12600 **Prod Date** 9/1/2004 **Warr Date** 10/4/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	08/26/2006 11:01:57	Claudia Haskins	4660
	Declined Tow - SRS Light On	08/26/2006 11:08:10	Claudia Haskins	4660

Summary Notes

8/26/2006 11:01:57 Claudia Haskins 4660

Roadside - Other [See Roadside Ticket ID: 2933469]

8/26/2006 11:07:38 Claudia Haskins 4660

Customer stated his SRS light was on. Writer advised of all the dangers of driving with the SRS light on, but he refused to have the car towed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1386813 **Cus Ident** 8059899 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Coronado CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05749 HOEHN MOTORS, INC. CARLSBAD CA
Last Sell Dlr 05749 HOEHN MOTORS, INC. CARLSBAD CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 4150 **Prod Date** 7/5/2005 **Warr Date** 9/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/13/2006 15:06:59	Claudia Haskins	4660
	Declined Tow - SRS Light On	09/13/2006 15:09:40	Claudia Haskins	4660

Summary Notes

9/13/2006 15:07:00 Claudia Haskins 4660

Roadside - Other [See Roadside Ticket ID: 2954574]

9/13/2006 15:09:30 Claudia Haskins 4660

Writer advised client of all the dangers of driving with the SRS light on, be he refused to have the car towed. CXI-4660

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1401844 **Cus Ident** 23751230 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Richmond VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA
Last Sell Dlr 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J76A [REDACTED]
Mileage 50 **Prod Date** 1/30/2006 **Warr Date** 8/5/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/25/2006 07:41:48	Claudia Haskins	4660
	Declined Tow - SRS Light On	09/25/2006 07:45:54	Claudia Haskins	4660

Summary Notes

9/25/2006 07:41:48 Claudia Haskins 4660
Roadside - Other [See Roadside Ticket ID: 2967333]
9/25/2006 07:45:48 Claudia Haskins 4660

Customer stated that his SRS light is on. Writer advised client of all the dangers of driving with the SRS light on and advised to have car towed. Customer declined to have car towed, stating that he was currently driving the ca to the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1425522 **Cus Ident** 353494 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntingdon Valley PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J86X [REDACTED]
Mileage 7126 **Prod Date** 12/14/2005 **Warr Date** 5/12/2006 **Model** E500W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/18/2007 19:29:27	Juan De Los Santos	6355
	Jump Start	10/12/2006 09:03:31	Claudia Haskins	4660

Summary Notes

10/12/2006 09:03:31 Claudia Haskins 4660

Roadside - Jump Start [See Roadside Ticket ID: 2986626]

4/18/2007 19:29:19 Juan De Los Santos 6355

SRS LIGHT ON DECLINED ON TOW OWNER STATED HE WLL CALL TOMORROW ONCE HE DECIDED WHAT TO DO.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1459563 **Cus Ident** 33438152 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Easton PA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 3000 **Prod Date** 4/26/2005 **Warr Date** 8/8/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/06/2006 07:57:06	Claudia Haskins	4660
	Declined Tow - SRS Light On	11/06/2006 07:59:14	Claudia Haskins	4660

Summary Notes

11/6/2006 07:57:06 Claudia Haskins 4660

Roadside - Other [See Roadside Ticket ID: 3015629]

11/6/2006 07:59:06 Claudia Haskins 4660

Writer advised [REDACTED] of all the dangers of driving the car with the SRS light on, but customer refused to have the car towed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 866576 **Cus Ident** 26496236 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J45X [REDACTED]
Mileage 153 **Prod Date** 7/16/2004 **Warr Date** 8/24/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	04/10/2005 14:00:56	Sayed M. Rohani	7812

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/10/2005 14:00:59	Sayed M. Rohani	7812

Summary Notes

4/10/2005 14:00:47 Sayed M. Rohani 7812

Client called to let us know that "SRS" light was on. Client did not want vehicle towed and stated he would bring vehicle into dealership himself.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 879206 **Cus Ident** 28367769 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Monroe LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 32571 HOLMES EUROPEAN MOTORS, SHREVEPORT LA
Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dlr 72320 BAKER MOTOR COMPANY OF C CHARLESTON SC
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 1 **Prod Date** 9/28/2004 **Warr Date** 10/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	05/09/2005 17:30:05	Patricia Murdy	6394
Roadside	Declined Tow	05/09/2005 17:30:15	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/09/2005 17:29:54	Patricia Murdy	6394

Summary Notes

5/9/2005 17:29:51 Patricia Murdy 6394

Customer called the CAC stating that her SRS light was on. Writer advised customer car should not be driven. Writer advised customer writer can arrange a tow for her. Customer stated that she wanted a loaner vehicle. Writer advised customer we do not arrange alternate transportation & she would need to inquire with the dealer what their policy is. Customer stated she would call the dealer & then call back.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 887087 **Cus Ident** 22682325 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Irvine

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 84615

MERCEDES-BENZ OF BELLEVU BELLEVUE WA

Last Sell Dlr 05101

FLETCHER JONES MOTORCAR NEWPORT BEA CA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2193751A [REDACTED]**World Vin:** WDDDJ75X16A [REDACTED]**Mileage** 2540 **Prod Date** 12/16/2004 **Warr Date** 2/19/2005 **Model** CLS500 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	05/31/2005 13:19:10	Sayed M. Rohani	7812

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/31/2005 13:19:13	Sayed M. Rohani	7812

Summary Notes

5/31/2005 13:19:02 Sayed M. Rohani 7812

Client called through teleaid stating that she has a "SRS" warning light coming on inside her vehicle. I made client fully aware that when the "SRS" light comes on, MB considers it a safety issue and can only recommend a tow. Client declined tow and stated she would drive vehicle into dealership herself.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1032583 **Cus Ident** 29740047 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED] .

Phone ([REDACTED]) **Phone Location** Business
Assign Dlr

Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 2393 **Prod Date** 5/20/2005 **Warr Date** 11/10/2005 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/08/2006 16:40:14	Sayed M. Rohani	7812

Summary Notes

1/8/2006 16:40:07 Sayed M. Rohani 7812

Client called stating her "SRS" light was on. Advised client of tow, but client stated she will bring vehicle into deal tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1070324 **Cus Ident** 23781372 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Sands Point NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 56106 HELMS BROS., INC. BAYSIDE NY
Last Sell Dlr 56106 HELMS BROS., INC. BAYSIDE NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J46X [REDACTED]
Mileage 1 **Prod Date** 6/16/2005 **Warr Date** 8/25/2005 **Model** E350W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/06/2006 11:37:07	Sayed M. Rohani	7812

Summary Notes

2/6/2006 11:37:00 Sayed M. Rohani 7812

Client called stating her "SRS" light come on and off. I let client know that MB considers that warning light to be a safety issue and we can only recommend a tow, client stated she would bring vehicle into dealer herself.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1356994 **Cus Ident** 32456257 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pearl River

NY [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY

Last Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 9000 **Prod Date** 11/3/2005 **Warr Date** 12/14/2005 **Model** E350W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/23/2006 13:25:32	Sayed M. Rohani	7812

Summary Notes

8/23/2006 13:25:25 Sayed M. Rohani 7812

Client stated that her SRS light is on. I advised client of safety issue, but client declined tow and stated she will bring vehicle into the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1358338 **Cus Ident** 32040733 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baton Rouge LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75534 EWING AUTOHAUS PLANO TX
Last Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 5553 **Prod Date** 3/29/2006 **Warr Date** 4/29/2006 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/24/2006 13:05:58	Sayed M. Rohani	7812

Summary Notes

8/24/2006 13:05:53 Sayed M. Rohani 7812

Client called stating that SRS light came on. I advised client that MB can only recommend a tow. Client declined and stated he would bring vehicle into the dealership himself.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1391960 **Cus Ident** 25612996 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Edmond OK [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75517 PATTERSON AUTO CENTER WICHITA FALLS TX
Last Sell Dlr 75517 PATTERSON AUTO CENTER WICHITA FALLS TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J55X [REDACTED]
Mileage 23000 **Prod Date** 7/13/2004 **Warr Date** 6/15/2005 **Model** E500S4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/17/2006 17:15:02	Sayed M. Rohani	7812

Summary Notes

9/17/2006 17:14:56 Sayed M. Rohani 7812

Client called through teleaid and stated that SRS defective light on. I advised client of safety issues and stated th MB can only recommend a tow. Client declined and stated she would take vehicle into dealer tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1439178 **Cus Ident** 31623566 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bakersfield CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 05745 MERCEDES-BENZ OF BAKERSF BAKERSFIELD CA

Last Sell Dlr 05745 MERCEDES-BENZ OF BAKERSF BAKERSFIELD CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 22000 **Prod Date** 12/6/2004 **Warr Date** 1/31/2005 **Model** CLS500 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/22/2006 15:59:32	Sayed M. Rohani	7812

Summary Notes

10/22/2006 15:59:27 Sayed M. Rohani 7812

Client called stating his wife's CLS 500 has a SRS light on. After explaining to client the safety issue. Client wanted to have vehicle towed into a MB dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3369292 **Cus Ident** 46273558 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Middletown NY [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 55212 FRIENDLY MOTORCARS WAPPINGERS F NY
Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Last Sell Dlr

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 63086 **Prod Date** 7/11/2005 **Warr Date** 12/21/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Issue Cannot Be Duplicated	09/21/2009 11:30:24	Deborah Sciarra	6292

Summary Notes

9/21/2009 11:30:03 Deborah Sciarra 6292

Primary Phone: [REDACTED]
 Current Mileage: 63086
 Dealer(s) involved: N/A

Situation: [REDACTED] claims Friendly had vehicle for 5 hrs to fix srs light and when he took car vehicle home light came back on and now they want to charge him more money again for a new diagnosis. Client claims Friendly does not know what they are doing and his Service Advisor L Orvaski is unprofessional, mgrs are not around and he would like his money back from Friday so he can get it to another dealer. Client claims dealer has his vehicle now.

Action Taken: Writer apologized on behalf of mb and stated would document and have rep call him at 845-705-1012

9/21/2009 11:30:35 Deborah Sciarra 6292

No Escalation Required

9/21/2009 11:31:18 Deborah Sciarra 6292

Call back Date: 09/21/2009 time: 12:15 PM EST

9/21/2009 12:34:21 Norman Swartz 6341

The writer spoke with [REDACTED] he advised that he spoke with the S/M Brian. Brian is looking into this issue for him.

The writer spoke with Brian the S/M and he is handling this issue.

Summary Notes

9/21/2009 13:46:49 Norman Swartz 6341

Customer Contacted

Summary note rvwed By: Norman Swartz on: 09/21/2009 : 13:46:49

9/22/2009 11:27:08 NETSTAR

Name : Brian Morris (Service Director)
Phone : 845-298-0600

Reviewed with Customer
Yes (By Phone) (Review Date : 09/21/2009 13:00:00)

Customer Expectations
Met

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1002274 **Cus Ident** 29466535 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Richmond CA [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 55000 **Prod Date** 11/2/2004 **Warr Date** 12/1/2004 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	12/16/2005 04:18:08	Dawn Olson Rowe	4600

Summary Notes

12/16/2005 04:17:41 Dawn Olson Rowe 4600

Driver in car called on teleaid claiming to be the customers son, however he did not give his name. He stated that the SRS light/visit workshop light was on. He also stated that the vehicle had been in the shop for this very issue "three times". I advised customer to have the vehicle towed for safety reasons. However I also advised customer that since the car has already been looked at by the dealer it is unlikely that this malfunction will occur. I did reiterate to the customer that there is always a possibility that since this SRS light is on the SRS system could malfunction while he is driving. The customer declined the tow and will take the car to the dealer...dawn

Summary Note Information

Mercedes Benz of U.S.A

Note ID 884287 **Cus Ident** 10911210 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Boca Raton FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAUDERDALE FL
Last Sell Dlr 14123 MERCEDES-BENZ OF PEMBROKE PINES FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X66A [REDACTED]
Mileage 758 **Prod Date** 3/16/2005 **Warr Date** 4/13/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Mechanical Problem	05/22/2005 14:36:36	Rosemary Robinson	7809

Summary Notes

5/22/2005 14:36:21 Rosemary Robinson 7809

[REDACTED] called into Roadside. The SRS light is illuminated. Rep advised a Tow. Contacted Dixon transport 954-270-8699, the eta is approx 1 hr & 1/2 going to Ft Lauderdale, FL. Customer expressed that this is the third concern with the vehicle and is depicting lemon law. Rep advised, to follow up with his service advisor at the dealer. (Rose ext 7809)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1342109 **Cus Ident** 14363972 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Niles **IL** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL
Last Sell Dlr 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 200 **Prod Date** 3/31/2006 **Warr Date** 6/30/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	08/13/2006 12:27:28	Michelle Lopusnak	7811

Summary Notes

8/13/2006 12:27:11 Michelle Lopusnak 7811

[REDACTED] called and stated that his airbags deployed and he is okay, writer asked customer what he was doing before the airbags deployed. Customer stated that he was making a turn into a construction zone and went over a hole that is covered by a metal sheet and the airbags deployed. Writer advised customer that we could arrange a tow but he would be responsible for the tow charges. Writer contacted North shore tow, 847-864-2828, contact is Scott. ETA is 1hr to an hour and a half. Car is being towed back to Loeber Motors.(Dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2755633 **Cus Ident** 14451141 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mason OH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 62110 MERCEDES-BENZ OF WEST CH WEST CHESTER OH
Last Sell Dlr 62110 MERCEDES-BENZ OF WEST CH WEST CHESTER OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J06A [REDACTED]
Mileage 48528 **Prod Date** 8/29/2005 **Warr Date** 5/31/2006 **Model** E320CD 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/18/2008 07:36:04	Michelle Lopusnak	7811

Summary Notes

8/18/2008 07:36:00 Michelle Lopusnak 7811
 Primary Phone: [REDACTED]
 Current Mileage: 48528
 Dealer(s) involved: N/A

Situation: [REDACTED] called and stated that his SRS light is on.

Action Taken: Writer advised customer to have the car towed in to the authorized MB dealer. Customer declined the tow and stated that he will drive his vehicle into the dealer for service. Writer advised customer that we will document that he has declined the tow, and we do not recommend to continue to drive the vehicle.

8/18/2008 07:36:01 Michelle Lopusnak 7811

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 915034 **Cus Ident** 28476005 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Vero Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14345 MERCEDES-BENZ OF FORT PIERCE FORT PIERCE FL
Last Sell Dlr 59106 MERCEDES-BENZ OF CARY CARY NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112561A [REDACTED] **World Vin:** WDBUH56J76A [REDACTED]
Mileage 3000 **Prod Date** 3/8/2005 **Warr Date** 5/26/2005 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	08/11/2005 09:35:38	Michael O'Brien	6270

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/11/2005 09:34:37	Michael O'Brien	6270
Air Bags	Airbag	08/11/2005 09:34:42	Michael O'Brien	6270
Seat Belts	Seat Belts	08/11/2005 09:34:27	Michael O'Brien	6270

Summary Notes

8/11/2005 09:33:24 Michael O'Brien 6270

SRS light - Customer will call back when he decides what he wants to do - (offered to tow car but he needs to go to airport) - MOB

Summary Note Information

Mercedes Benz of U.S.A

Note ID 921842 **Cus Ident** 29115031 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Playa Vista CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Last Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]
Mileage 6103 **Prod Date** 9/22/2004 **Warr Date** 11/22/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	08/28/2005 14:40:19	Eric Rios	4672

Summary Notes

8/28/2005 14:40:12 Eric Rios 4672

Customer contacted Roadside through Tele-aid and stated the "SRS" light is on in his vehicle. Writer explained the risks involved in driving the vehicle with this warning and strongly suggested a tow. Customer declined. He stated he would drive to Los Angeles and call his Dealer in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1068050 **Cus Ident** 28407020 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manhasset NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J96X [REDACTED]
Mileage 25000 **Prod Date** 1/31/2005 **Warr Date** 5/12/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/03/2006 19:36:09	Eric Rios	4672

Summary Notes

2/3/2006 19:34:50 Eric Rios 4672

Customer called CAC through Tele-Aid and stated the "SRS" Light was on in her vehicle. Writer explained the risks involved in driving the vehicle in this condition and offered a tow. Customer stated she was less than a mile from home. Writer suggested driving home carefully and having the vehicle towed from there. Customer stated she will drive home and call back in the morning to have the vehicle towed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3627137 **Cus Ident** 2215925 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Dennis MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 36105 TRANS - ATLANTIC MOTORS, IN HYANNIS MA
Last Sell Dlr 36105 TRANS - ATLANTIC MOTORS, IN HYANNIS MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J36X [REDACTED]
Mileage 39967 **Prod Date** 1/28/2005 **Warr Date** 11/16/2005 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	03/10/2010 18:38:02	Eric Rios	4672

Summary Notes

3/10/2010 18:37:58 Eric Rios 4672

What did the customer say?

[REDACTED] called in and stated he received an error message in regards to an airbag malfunction. He stated he cannot find that specific section in the owner's manual. Customer was unable to provided the exact message displayed.

What was your response?

Writer thanked customer for calling and informed him that there are different messages that can be displayed and they would determine our next step. Customer stated that he just wanted to find it in the owner's manual so he can talk to his service guy.

Writer then assisted customer in locating the different airbag error messages in the Owner's manual.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

3/10/2010 18:38:04 Eric Rios 4672

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 904830 **Cus Ident** 26346168 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hialeah FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 15317 MERCEDES-BENZ OF POMPANO BEACH FL
Last Sell Dlr 15317 MERCEDES-BENZ OF POMPANO BEACH FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 6300 **Prod Date** 10/22/2004 **Warr Date** 12/29/2004 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/18/2005 10:38:32	Cynthia Sanchez	4631

Summary Notes

7/18/2005 10:38:14 Cynthia Sanchez 4631

Customer called and alleged that she heard a noise on the vehicle and driver side, left side airbag deployed suddenly requesting a tow. CS-4631

Summary Note Information

Mercedes Benz of U.S.A

Note ID 914988 **Cus Ident** 28366970 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Forestville MD [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14124 MERCEDES-BENZ OF SOUTH C ORLANDO FL
Sell Dlr 14124 MERCEDES-BENZ OF SOUTH C ORLANDO FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 1 **Prod Date** 3/18/2005 **Warr Date** 5/7/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/10/2005 23:29:10	mary marten	4634
Survey Inquiries	Inbound Call - No Survey	08/10/2005 23:28:42	mary marten	4634

Summary Notes

8/10/2005 23:28:28 mary marten 4634

Customer called in via tele aid inquiring about how the tire pressure monitor works and writer explained. During explanation writer questioned if there were any malfunctions on the instrument cluster and customer claims the SRS light was on. Writer offered roadside assistance to tow the vehicle due to the danger of having such a malfunction. Customer stated that he knew because the light was on yesterday and went off. Customer decline roadside assistance. Writer reiterated the risk and suggested he take the vehicle to a dealership as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1063481 **Cus Ident** 14191382 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

New York NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Last Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82JX5X [REDACTED]
Mileage 5500 **Prod Date** 12/3/2004 **Warr Date** 3/29/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Call Complete - TL Referral	01/31/2006 17:24:24	mary marten	4634
	Trigger 01/2006	01/31/2006 17:24:24	mary marten	4634

Summary Notes

1/31/2006 17:24:10 mary marten 4634

Trigger Call List - January 2006

Action Taken:

Called [REDACTED]. No answer.

Called [REDACTED]. Customer claims that she is taking the vehicle in tomorrow because the wipers are making a noise and her SRS light is on. Writer let customer know that her concerns would be documented and suggested contacting the service manager regarding her concerns. Writer also supplied her with the 800# for the future.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1065292 **Cus Ident** 11446886 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Encino

CA [REDACTED]

Phone ([REDACTED])**Phone Location** Residence**Assign Dlr** 05146

MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Sell Dlr 05101

FLETCHER JONES MOTORCAR NEWPORT BEA CA

Last Sell Dlr**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110651A [REDACTED]**World Vin:** WDBUF65JX5A [REDACTED]**Mileage**

7510

Prod Date 11/18/2004**Warr Date** 12/30/2004**Model** E320W 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	02/01/2006 22:03:44	mary marten	4634
Trigger - MBUSA	Call Complete - TL Referral	02/01/2006 22:03:32	mary marten	4634
	Trigger 01/2006	02/01/2006 22:03:32	mary marten	4634

Summary Notes

2/1/2006 22:03:24 mary marten 4634

Trigger Call List - January 2006

Action Taken:

Called [REDACTED] Customer claims that the vehicle has been in 3 or 4 times for the SRS light and last time it came back on as she drove off the lot and is still on. Customer wanted to add that her service advisor has called to follow up and remind her to bring the vehicle back in but she has not had a chance. Customer also alleges that when it was in for servicing someone scratched the inside of the door frame. Writer let customer know that Mercedes does not recommend driving the vehicle with the SRS light on since her air bags are involved. Writer let customer know that her concerns would be documented and suggested contacting the service manager. Writer also supplied her with the 800# for the future.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1046877 **Cus Ident** 25031806 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Holtsville NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]
Mileage 25000 **Prod Date** 11/3/2004 **Warr Date** 9/15/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	01/18/2006 23:04:12	Chris Carter	4663

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/18/2006 23:04:12	Chris Carter	4663

Summary Notes

1/18/2006 23:04:13 Chris Carter 4663
 Roadside - Electrical Problem [See Roadside Ticket ID: 2685975]---SRS
 ---SRS

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1046590 **Cus Ident** 8188942 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 05758 CALSTAR MOTORS, INC. GLENDALE CA
Sell Dir 05758 CALSTAR MOTORS, INC. GLENDALE CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 3367 **Prod Date** 5/25/2005 **Warr Date** 7/11/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Vehicle Operating As Designed Per Dealer	01/18/2006 17:41:30	Robyn Letz	6209

Summary Notes

1/18/2006 17:40:42 Robyn Letz 6209

SPOM asked writer to open the following SN, message forwarded from SM of dealer:

[REDACTED]
 2006 CLS00
 WDDDJ75X36A [REDACTED]
 Miles: 3,367

I spoke to [REDACTED] last week concerning the problems that she has had with her car. She demanded that the car be bought back. Then she referred to the meeting that we had with her back in October. I explained again the during that meeting if the transmission was an issue again then the consideration would be brought back and reviewed. I told her that the current issues that she had last week were addressed. Radio set on a station but playing a different station TAC seems to have solved that problem with new software. The steering squeaking was the SRS contact spring, replaced. The center console cover she claims need to be slammed to close was unable to verify but the shop foremen , Technician and I. I decided to end the conversation when she continued to say that the people that were checking the car were morons, I told her I guess I'm a moron since I drove the car and checked the console cover and had no problem at that time closing or opening the cover at lease 15 times and could not verify the problem. Today, she spoke to Jason and demanded that MBUSA give her a letter stating the car will be bought back. If you remember you did give her 3 lease payments \$2,250.00 for inconvenience when the transmission was replaced in October on Ro. 84621. She has told me that she has already contacted an attorney. Please enter as a sum note for reference.

Glenn Matsuda
 Calstar Motor, Inc.
 05758

1/30/2006 19:23:08 BRIAN BLOKDIJK 7322

SM emailed SPOM alerting him that customer is requesting a letter from MBUSA regarding the non-repurchase of her vehicle. SPOM to request letter be sent on his behalf by the CAC.

Summary Notes

1/31/2006

12:26:24

Robyn Letz

6209

CORR # 287632, response approved by SPOM, Brian Blokdijk, and sent.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1103371 **Cus Ident** 25575954 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Virginia Beach VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA
Sell Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 22000 **Prod Date** 12/7/2004 **Warr Date** 12/31/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	03/02/2006 10:39:48	Robyn Letz	6209
Class Action Lawsuit / Le	Customer Filed Lawsuit	05/03/2006 22:38:45	TOM ISHLER	

Summary Notes

3/2/2006 10:37:51 Robyn Letz 6209

[REDACTED] called the CAC. Customer continues to complain about issues with the vehicle. Customer alleges that there is "something wrong with the computer of the vehicle. Customer alleges "crazy noises coming from the rear of the vehicle. Customer also claims that fuel gauge continues to malfunction. Customer says that SM of dealer has been driving the vehicle for 2 weeks. Customer says dealer advised customer to pick up the vehicle. Customer claims she told dealer the last time that if anything else was wrong with the vehicle she would bring it back and they could keep it. Customer threatens that she is gathering papers for her lawyer, but then advised "she doesn't have time for this." Writer reviewed notes, reminded customer that she had spoken with SPOM, Tom Ishler who had explained our position that MBUSA would continue to support the vehicle under the terms of the warranty and that we declined to repurchase. Writer apologized to customer and assured her that we would share her additional comments with SPOM and dealer.

Summary Notes

3/20/2006 09:19:21 NETSTAR

Name : Pat Evans (Service Manager)
Phone : 757-217-6214

Vehicle Performance Issue
Vehicle Performs as Designed per Dealer
Vehicle Performs as Designed per SPOM

Reviewed with MBUSA
Service and Parts Operations Manager

Reviewed with Customer
Yes (In Person) (Review Date : 03/07/2006 00:00:00)

Customer Expectations
Not Met

4/10/2006 12:06:37 Robyn Letz 6209

CORR# 293094 [REDACTED] sent a letter Certified Mail to the CAC dated 04/03/06 and received 04/07/06. Customer requests "final repair." Customer continues to alleges issues with Transmission, seat belt chime, fuel gauge , excessive fuel consumption, SRS light, oil leak, windshield wipers, "noise" from the rear of vehicle when shutting the driver's door.

Writer will respond with letter supporting the SPOM's position.

4/10/2006 13:13:36 Robyn Letz 6209

From SPOM, Tom Ishler to the writer:

Hi Robyn,

I have talked with this customer a couple of weeks ago and explained all of the crazy stuff going on with her vehicle that the dealer verified as normal. I did advise her that if I received a couple of weeks notice for a dealer appointment, I would arrange to have a T.S. available for inspection of the vehicle. I would have to insist that she be present so she can explain and demonstrate any unresolved issues related to the vehicle.

Her only complaint to me with regards to the fuel gauge was that the fuel tank only takes 17 gallons when the reserve light first comes on - which is normal.

You can put in the e-mail that I will await her call so we can schedule an appointment.

Response:

I'll put that in a letter and you to review it before it is sent.

Should I have her call the dealer and speak with Pat Evans at 757-217-6214 or you at 800-634-6262 x 7126?

Thanks

4/10/2006 17:16:51 Robyn Letz 6209

Writer drafted letter and per SPOM gave customer option to call SM or SPOM.

5/1/2006 19:29:47 THOMAS ISHLER

Writer contacted customer today to thank customer for allowing MBUSA to perform a final inspection and repairs on the vehicle. Writer advised customer that the T.S. found and repaired the fuel leak. Writer advised customer that the light sensor didn't appear to be working because somebody had gone into the instrument cluster and programmed the lights for 'constant'. Writer advised customer that the lights were functioning properly based on how they were set but the T.S. did program the light function so they were not on 'constant'. Writer advised customer that the fuel gauge readings were checked and the fuel gauge was found to be reading properly.

Customer advised writer that the customer had already turned it over to an attorney and is planning to sue under Lemon Law. Writer advised customer that during our final inspection we repaired any outstanding issues and found the other complaints to be normal operating conditions. Writer asked the customer if there were any unresolved issues and the customer stated that there is a problem with the vehicles computer and things don't work the way they are supposed to. Writer advised customer that we were sorry if the customer felt the vehicle was not reliable and advised customer that she could pursue the matter however she felt was necessary but that we stood behind the vehicle and would continue to honor the warranty.

Note: Writer requested a copy of the vehicle file from the dealer to forward to legal based on customer's above-mentioned comments to writer.

5/3/2006 22:31:50 THOMAS ISHLER

Writer received a call from an attorney with the Consumers Law Group. Writer was advised that they would be filing under Lemon Law. Writer will forward a copy of the vehicle's history with a summary for legal review.

Summary Notes

5/19/2006

14:09:53

Toni Stalter

6200

Lawsuit Pending

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1260869 **Cus Ident** 44154126 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Gainesville FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Sell Dlr 15321 KRAFT MOTORCAR CO., INC. GAINESVILLE FL

Last Sell Dlr 80102 MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 24655 **Prod Date** 11/25/2004 **Warr Date** 1/17/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	06/19/2006 13:29:27	Robyn Letz	6209

Summary Notes

6/19/2006

13:29:17

Robyn Letz

6209

██████████ forwarded her boss, ██████████ internet message to Paul Renick:

Dear Paul,

I am writing this letter to you out of some built up frustration with Brumos. I know that your organization is committed to delivering a level of high customer satisfaction. Unfortunately, there are several areas that have me very frustrated and disappointed.

In Jun of 2005 , I purchased a 2006 CLS500 from Kraft Motor Cars in Gainesville. Kraft is a client of our office and a personal friend of one of my Financial Advisors in my office. I was very pleased with the level of service I received from Kraft. At the time of my purchase I asked about service issues in Jacksonville and was assured that Brumos would provide me with a high quality of service and that it is standard practice that I would receive a loaner car if I took it in for service if needed. Having owned luxury cars in the past , and requiring a vehicle during the day, this was very important to me.

At the time of purchase, I noticed a strong vibration while driving. Kraft stated that it needed to be aligned and they currently did not have the part for their machine to perform this and I could take it to Brumos for service. Brumos offered to do the service but refused to provide me with a loaner car. They also told me at that time that I would never be entitled to a loaner car because "loaner cars are only for clients who purchase their cars through Brumos". I appealed to the Service Manager and she again instructed me that a loaner car was not an option. The next time I was in the service area, I noticed in bold letters on the screen on my client record "NO LOANER CAR - CUSTOMER PURCHASED CAR FROM KRAFT"

I have to say that this is very disappointing. To spend over \$75,000 on a car and "the Mercedes Experience" , to be treated this way is not appropriate.

This is not a good public relations for Brumos. This week, no less than eight of my Financial Advisors asked me why I was driving a Chevy Cobalt as they walked past my parking spot in the garage. I had to tell my story eight times how Brumos refused to provide me with a loaner car because I did not buy my car from them. These are eight affluent people that you want driving your cars.

As you can see by the chronology of events listed below, I have brought my car in for service to Brumos six times in past 12 months. Each time, I have also discussed the vibration I feel when driving. They have addressed it on several occasions. The latest results stated that all four of my rims are slightly bent and causing the vibrations. I could have them replaced for \$2,200. No one can explain to me how it is possible for all four rims to be bent at the same time. This does not make sense to me. I have had the vibrations since day one.

I owned a Lexus for 4 years prior and my experience was wonderful. The only service the car ever required was the regularly scheduled maintenance. The level of service I received was excellent. During that time, I received a loaner car at three different dealerships where the car was serviced.

Currently I have spent \$1,901 with Brumos for service and installation. They have certainly been paid by Mercedes Benz for the additional warranty work they performed. Six service issues in 12 months is also very burdensome.

Two Issues:

1) I believe that I should be entitled to the same experience as any other Customer, that includes the use of a loaner car.

2) Mercedes Benz should replace the rims on my car at no cost to myself

It is my hope that you have the authority to help me with these issues.

Calendar of events

Jun 17, 2005 Purchased Car through Kraft Motors in Gainesville

Jun 21 , 2005 Took car to Brumos for Service

Car had a noticeable vibration when driving

Kraft did not have the equipment in service to perform alignment

So I took car to Brumos at suggestion of Kraft

Replaced all four tires & Front Camber bolts

Balanced all four wheels and tires

Cost \$597.15

Loaner car not provided for two days of service

- I rented a Camry across the street at Budget

Jul 5, 2005 Took Car to Brumos for service

Warning lights were on for Airbag

Noticeable Steering Vibration at 30 mph and greater at 50 mph

- Adjusted Preteanchen Steering Rack

Cost - Warranty

Loaner Car not Provided

- Rented Hyundai from Budget

Aug 5, 2005 Took car to Brumos for Service

ESP Sensor light malfunction

- Replaced part

Performed Sched. A Maintenance

Summary Notes

Cost - \$315.30

No loaner car - Rented Camry from Budget across street
Mar 16, 2006 Took car to Brumos for Service
Active Headlamp malfunction - Part not available
Oil Level Sensor malfunction

Cost - Warranty

No loaner car provided - Rented car from Budget
April 6, 2006 Returned car to Brumos for service
- They received the Headlamp to install
- Battery was also replaced for malfunctioning
- Installed Satellite Radio

Cost - \$ 988.63

No loaner car provided
June 16, 2006 Took car to Brumos for Sched. B Service
- Also requested that they look at car for vibrations
as discussed in prior service.

- Brumos stated that all four Rims were slightly bent and caused vibrations

Cost - \$350.43

No Loaner car provided - Rented Chevy Economy car from Budget
I look forward to hearing from you soon.

p.s. I would like to compliment Jonathan Hill (Service Rep). He has been very polite and provided me with a quality experience for the things that are within his control.

Sincerely,

6/19/2006 13:30:29 Robyn Letz 6209

internet message:

I am embarrassed that I referred and persuaded my manager (Rob Withers) to purchase a CLS given his current experience. I currently own two MB and that represents my fourth and fifth MB automobiles. I cannot believe that a MB Regional rep would give my local service manager (whom I've contacted for assistance with this problem) the response that each dealership sets their own policy on loaner cars and that his problem with the tires/rims is not going to be covered by MB. I clearly recall [REDACTED] telling me and Roger Daigen (Kraft Sales Manager) on the very day he bought it and drove it home to Jacksonville, that they needed to do an alignment because of the wobble. He has continued to complain about this with each service visit, only to be told now that he needs all new rims (at his expense). I'm mortified that he's had it in for some type of service SIX times in just a year and each time is forced to go "across the street" and rent a car. You will see from [REDACTED] email below that we are an office full of expensive cars in the parking lot...not only does his experience not bode well for Brumos, but it puts MB in the stew as well.

I expect a management response, not a service rep response....as this matter has already been brought to a Regional Rep's attention. I would also like to be included on any response from MB to [REDACTED], as I now have a very keen interest. This is a permanent black eye on Brumos and all of their related dealerships and has the potential to be one for MB.
For now, a loyal MB driver.....

6/19/2006 17:51:44 Robyn Letz 6209

CORR # 298170 see SN 1257397 (SPOM reply)

Writer will respond with hard copy to [REDACTED] only.

Summary Notes

9/5/2006

16:59:10

Robyn Letz

6209

Customer's internet message and writer's response:

Comments: Hi, We've just leased our first Mercedes Benz (2006 E350) about a month ago in late July. Everything was good for two weeks, then out of nowhere a message appeared regarding "ESP malfunctioning"; we were able to bring the car back to the dealership and they determined it was a sensor error and replaced it. Then on Friday night (9/1), there was another message stating that "the passenger side airbag has been activated" This message stayed on for about three hours and miraculously went away by itself. I'm a bit confused as this is (supposedly) a brand new vehicle and since it's already went back for service once shortly after it was sold; shouldn't they have check the vehicle thoroughly?? Perhaps I haven't been in new car market for too long , but I thought \$50000+ car supposedly be both luxurious AND good quality. In addition, when I tried to contact Mr. William Ho, the manager of Rusnak Arcadia, where I got my vehicle, on Friday, I was told by the receptionist that he was on the phone, AFTER I explained to her why I called. I left him a message on his voicemail and asked him to call me back. As of now, 9/3 10:22pm, I have still yet heard from him. I'm a bit concerned with the after-sale service of your dealership. It appears to me that once I drove the car off the dealership they no longer care. Granted MB has good reputation, yet this kind of treatment and services from your dealership might make people think twice before getting another MB.

Dear [REDACTED]

Thank you for your message.

Your concern over the necessary repairs to your vehicle is understandable and we cannot overstate your importance to us as a Mercedes-Benz customer, or our regret for any inconvenience you might have experienced. However, as you can certainly appreciate , it is impossible for us to independently assess the details of your situation, since we have no first hand knowledge of it.

Your dealer is in the best position to evaluate vehicle performance and , if necessary, request technical assistance from Mercedes-Benz USA to confirm that it is operating properly. We suggest you discuss any mechanical concerns you may have with your E350 with the Service Manager of your authorized dealer.

As you may be aware, authorized Mercedes-Benz dealers are independent businesses responsible for their own day-to-day operations and employees. Please be assured your comments will be forwarded to the management at Rusnak Arcadia for review and response as deemed appropriate by the dealership.

The opportunity to correspond is appreciated.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1383731 **Cus Ident** 13076675 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stockton CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05103 MODESTO EUROPEAN MODESTO CA
Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage **2 Prod Date** 3/15/2006 **Warr Date** 5/21/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	09/11/2006 15:42:25	Robyn Letz	6209

Summary Notes

9/11/2006 15:42:16 Robyn Letz 6209

[REDACTED] called the CAC, customer is dissatisfied with alternate transportation policy of the dealer in Modesto CA and that MBUSA cannot provide alternate transportation. Customer alleges vehicle has SRS issue. Customer says dealer offered to rent the customer vehicle.

Writer apologized explained that program is administered by the dealer and while we apologize , we are unable to provide alternate transportation. Writer suggested customer speak with GM of dealer.

9/11/2006 15:59:04 Patricia Murdy 6394

Customer called back stating he wanted the number "for the general manager of Northern California dealers." Writer inquired what customer needed assistance with. Customer stated that he "wants to speak to someone of a high level at MBUSA because he feels the dealer is treating him like garbage." Writer inquired what he means by that. Customer stated his wife brought the vehicle into the dealer "and they treat her like garbage and don't give her a loaner." Writer again asked customer how they're treating them "like garbage." Customer again stated, "No loaner, that's ridiculous."

Writer advised customer that each dealer is independently owned & operated & sets their own loaner policy.

Customer then stated he wants MBUSA to buy back his vehicle because he isn't given a loaner car at this dealer & is not going to take his vehicle back to where he purchased it. Writer advised customer MBUSA would not buy back his vehicle because he's dissatisfied with the loaner policy.

Customer again stated he wanted the number for the GM of Northern California dealers. Writer declined. Customer hung up on writer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1474746 **Cus Ident** 26225723 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Doylestown PA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 67294 KEENAN MOTORS DOYLESTOWN PA
Sell Dlr 67294 KEENAN MOTORS DOYLESTOWN PA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J45A [REDACTED]
Mileage 32248 **Prod Date** 5/9/2005 **Warr Date** 9/12/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Issue Cannot Be Duplicated	11/16/2006 16:03:37	Robyn Letz	6209

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/16/2006 16:03:26	Robyn Letz	6209

Summary Notes

11/16/2006 16:03:15 Robyn Letz 6209

CORR # 309860 [REDACTED] sent a letter to the CAC, requesting contact from MB rep. concerning alleged safety issues with his 2005 E320CDI. Customer alleges that vehicle was at dealership 10/31/06 and claims that SRS light was on previously but not on when it the vehicle was physically at the dealership. SM advised him at that time that no fault codes were stored and no malfunctions found. customer alleges to have digital photo of the light on. Writer called SM to review, Tom Haig advised that SRS light does not turn off by itself and locks in codes when it is triggered. Tom says customer has not presented the picture to him. SM says he will advise his SPOM, Brian Maloney to review the history but told the writer that when he saw the vehicle it was operating as designed. Writer will respond with letter.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3285686 **Cus Ident** 26226088 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA
Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA
Last Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 36050 **Prod Date** 2/9/2005 **Warr Date** 4/13/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Dissatisfaction with Sale	08/05/2009 18:54:21	Robyn Letz	6209
	Commitments Not Fulfilled As Promised	08/05/2009 18:54:21	Robyn Letz	6209
Warranty	After-Mkt. Warr. Inquiry/Complaint	08/05/2009 18:54:37	Robyn Letz	6209

Summary Notes

8/5/2009 18:53:18 Robyn Letz 6209

[REDACTED] sent a copy of a letter to MB Oakland via fax to the CAC.

customer says he is dissatisfied with the 2006 CLS500 he purchased on 7/1/09 from the dealer. Vehicle is not CPO. customer says he has a Mercury warranty. Customer alleges issues with worn tires, SRS wire harness, worn drive belt, alignment, front and rear, driver door window malfunction.

Customer alleges that when he contacted Mercury, he was told that MB Oakland never sent a payment to them for the warranty. Customer demands a full refund for the warranty and an exchange vehicle.

Writer called [REDACTED] and spoke with [REDACTED]. he says he is a longtime customer. (He is) Writer assured him that we would forward his letter appropriately so it can be reviewed with the dealership and hopefully resolved between him and the management of the dealer. Writer thanked the customer for his patronage of our brand.

8/5/2009 18:54:44 Robyn Letz 6209

No Escalation Required

8/5/2009 19:06:52 Robyn Letz 6209

Letter scanned and sent to MM, Kurt Cornell.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 923873 **Cus Ident** 17114770 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 1 **Prod Date** 5/4/2005 **Warr Date** 5/31/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/01/2005 18:45:56	Peter Henke	6291

Summary Notes

9/1/2005 18:45:46 Peter Henke 6291

Customer stated SRS Light on. I advised customer to have vehicle towed to dealer, customer declined, and state he would contact dealer now and bring vehicle to dealer as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 929339 **Cus Ident** 26419813 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Henderson NV [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J35A [REDACTED]
Mileage 8733 **Prod Date** 6/28/2004 **Warr Date** 1/31/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/17/2005 19:02:55	Peter Henke	6291

Summary Notes

9/17/2005 19:02:48 Peter Henke 6291

Customer traveling to LA from Henderson, stated SRS Light came on. Advised we would advise to tow vehicle to nearest dealer. Customer declined tow, and he will take vehicle to dealer on LA area.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 931343 **Cus Ident** 10144898 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jamul CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA
Last Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 2978 **Prod Date** 3/17/2005 **Warr Date** 5/2/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/22/2005 16:49:01	Peter Henke	6291

Summary Notes

9/22/2005 16:48:54 Peter Henke 6291

Customer stated SRS Light on. I advised customer that we recommend towing vehicle to dealer. Customer declined now, stated she was close to home, and would decide with her husband at home whether or not to tow vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 945814 **Cus Ident** 10152163 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Sunny Isles Beach FL [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Last Sell Dlr 17114 RBM OF ATLANTA - NORTH ALPHARETTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 1 **Prod Date** 9/23/2004 **Warr Date** 10/29/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/01/2005 16:24:36	Peter Henke	6291

Summary Notes

11/1/2005 16:24:30 Peter Henke 6291

Customer stated SRS Light on. I advised customer to have vehicle towed to nearest dealer. Customer declined, and stated she would drive to nearest dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 946422 **Cus Ident** 23762314 **Legal** **Note Type** Summary Note
Customer [REDACTED] | [REDACTED]
Address [REDACTED]

Somerset NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 7812 **Prod Date** 4/19/2005 **Warr Date** 6/27/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/02/2005 19:26:40	Peter Henke	6291

Summary Notes

11/2/2005 19:26:34 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle to dealer. Customer declined, and stated he would drive vehicle to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 963135 **Cus Ident** 26503904 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Surprise AZ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ
Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]
Mileage 0 **Prod Date** 10/1/2004 **Warr Date** 3/10/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/17/2005 18:44:02	Peter Henke	6291

Summary Notes

11/17/2005 18:43:56 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle to dealer , customer declined tow and stated he would bring to dealer in the morning. ph

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1009204 **Cus Ident** 9238128 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Marilton NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ
Last Sell Dlr 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J15A [REDACTED]
Mileage 25000 **Prod Date** 3/16/2005 **Warr Date** 5/2/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/20/2005 22:16:21	Peter Henke	6291

Summary Notes

12/20/2005 22:16:14 Peter Henke 6291

Customer stated SRS Light came on. I advised customer due to safety concerns we would recommend towing the vehicle to the dealer. Customer declined tow, and stated he would take to the dealer in the morning. ph

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1107239 **Cus Ident** 30754880 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Quogue **NY** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55138 MERCEDES-BENZ OF SMITHTO ST. JAMES NY
Last Sell Dlr 55138 MERCEDES-BENZ OF SMITHTO ST. JAMES NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 10000 **Prod Date** 12/7/2005 **Warr Date** 1/17/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/04/2006 19:32:34	Peter Henke	6291

Summary Notes

3/4/2006 19:32:27 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns to have vehicle towed to dealer. Customer declined tow, and will take to dealer in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1183534 **Cus Ident** 31062315 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 10000 **Prod Date** 11/28/2005 **Warr Date** 2/4/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/26/2006 18:27:20	Peter Henke	6291

Summary Notes

4/26/2006 18:27:13 Peter Henke 6291

Customer stated SRS Light On. I advised customer due to safety concerns, to have vehicle serviced at dealer, and would advise towing to dealer. Customer declined tow, and stated he would take to dealer in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1203896 **Cus Ident** 31166102 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Francisco CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA
Last Sell Dlr 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 5000 **Prod Date** 2/24/2006 **Warr Date** 3/31/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/10/2006 19:17:29	Peter Henke	6291

Summary Notes

5/10/2006 19:17:22 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns, to have vehicle towed to nearest dealer. Customer declined tow, and will drive to dealer tomorrow morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1266683 **Cus Ident** 14762395 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Maplewood NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 10000 **Prod Date** 8/31/2005 **Warr Date** 11/30/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/22/2006 20:09:31	Peter Henke	6291

Summary Notes

6/22/2006 20:09:24 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns to have vehicle towed to nearest dealer. Customer declined tow, and stated he would contact dealer for further assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1280640 **Cus Ident** 13087243 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

East Rockaway NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Last Sell Dlr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 10000 **Prod Date** 4/6/2005 **Warr Date** 5/19/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/03/2006 10:47:35	Peter Henke	6291

Summary Notes

7/3/2006 10:47:28 Peter Henke 6291

Customer stated SRS Light came on. I advised customer due to safety concerns , to have vehicle serviced at dealer as soon as possible, and to tow vehicle. Customer declined tow, and stated he would take to dealer as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1294218 **Cus Ident** 16359974 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pella IA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 28102 MERCEDES-BENZ OF DES MOII DES MOINES IA
Last Sell Dlr 28102 MERCEDES-BENZ OF DES MOII DES MOINES IA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 9500 **Prod Date** 3/1/2005 **Warr Date** 5/6/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/12/2006 14:08:34	Peter Henke	6291

Summary Notes

7/12/2006 14:08:29 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle to nearest dealer due to safety concerns. Customer declined tow, and will service at dealer as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1362571 **Cus Ident** 32078403 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mullica Hill NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ
Last Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ

Note to Market Ind: **Amount**

Vehicle Information	
DBAG Vin 2110761A [REDACTED]	World Vin: WDBUF76J56A [REDACTED]
Mileage 2600	Prod Date 11/8/2005 Warr Date 3/14/2006 Model E55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/27/2006 17:38:50	Peter Henke	6291

Summary Notes

8/27/2006 17:38:41 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns, to have vehicle serviced at dealer, an recommended towing. Customer declined tow, and will contact dealer directly.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1377481 **Cus Ident** 10576944 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Glendale CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA
Last Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 5000 **Prod Date** 12/15/2005 **Warr Date** 6/26/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/06/2006 20:46:49	Peter Henke	6291

Summary Notes

9/6/2006 20:46:42 Peter Henke 6291

Customer stated SRS Light illuminated while driving. I advised customer due to safety concerns to have vehicle towed to dealer. Customer declined tow now , and will decide tomorrow morning after speaking with dealer if he would like to have vehicle towed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1521631 **Cus Ident** 31165767 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address

Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J46X [REDACTED]
Mileage 2000 **Prod Date** 12/13/2005 **Warr Date** 3/15/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/19/2006 10:49:03	Peter Henke	6291

Summary Notes

12/19/2006 10:48:49 Peter Henke 6291

Customer stated SRS Light illuminated while driving. I advised customer due to safety concerns, to have vehicle service at dealer as soon as possible , and recommended vehicle be towed. Customer declined tow, and stated he would contact dealer to schedule service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 863715 **Cus Ident** 26244708 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chula Vista CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA
Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 5206 **Prod Date** 9/17/2004 **Warr Date** 11/21/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	04/04/2005 19:11:38	Patricia Murdy	6394
	Overall Dissatisfaction with Quality	04/04/2005 19:11:39	Patricia Murdy	6394

Summary Notes

4/4/2005 19:11:31 Patricia Murdy 6394

Customer contacted the CAC stating that he's brought his vehicle in twice & does not understand why when it is such a new vehicle. Customer claims that the first time it was brought in for the SRS light. Customer claims that the second time there was a shaking & the brake pads & rotors were replaced. Customer claims that's he's bringing the vehicle in a 3rd time for an alleged wind sound he hears from the passenger seat. Customer stated that he is upset because each time he brings the vehicle in, the dealer has the car for over a week. Customer stated that he is provided a loaner vehicle, but is still dissatisfied. Customer stated he purchased the vehicle because of the reliability of it & now he does not feel that it is reliable.

Writer apologized to customer for his dissatisfaction. Writer advised customer that his concerns would be documented. Writer advised customer no manufacturer can predict when a component may or may not need to be replaced. Writer advised customer MB would continue to honor the terms of the warranty.

Customer stated he will be bringing the vehicle into the dealer again tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 869955 **Cus Ident** 26226187 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 4939 **Prod Date** 9/3/2004 **Warr Date** 11/4/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/18/2005 17:59:21	Patricia Murdy	6394

Summary Notes

4/18/2005 17:59:15 Patricia Murdy 6394

Customer contacted the CAC stating that the vehicle has been in the dealer many times for several different issues - SRS, ABS, ESP, etc. Customer claims he's an employee of Beshoff. Customer stated that the car is currently in the dealer & has been there since last Friday. Customer stated that he does not know what to do with the car. Customer stated that he's been driving the loaner vehicle more than his car. Customer stated that it is hard for him to sell cars to customers when he is dissatisfied with his car. Customer stated that he no longer wan the vehicle.

Writer apologized to customer for his dissatisfaction. Writer advised customer MB would continue to honor the terms of the warranty. Writer advised customer his concerns would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 890321 **Cus Ident** 26266762 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Grosse Pointe Par MI [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 39106 MERCEDES-BENZ OF NOVI NOVI MI
Last Sell Dlr 39133 MERCEDES-BENZ OF ST. CLAIF ST. CLAIR SHOF MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 8846 **Prod Date** 10/25/2004 **Warr Date** 11/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/07/2005 17:29:03	Patricia Murdy	6394

Summary Notes

6/7/2005 17:28:57 Patricia Murdy 6394

Customer was transferred to writer by Promo rep. Customer stated his SRS light was on. Customer stated he onl wanted car towed if the dealer could drop him off a loaner vehicle.

Writer advised customer writer could arrange tow, but alternate transportation would need to be arranged with the dealer. Writer advised customer we do not recommend driving the vehicle. Customer stated he would call the dealer & call us back.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916790 **Cus Ident** 46791909 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Albuquerque NM [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05733 WALTER S AUTO SALES AND S RIVERSIDE CA
Last Sell Dlr 75568 PARK PLACE MOTORCARS DALLAS TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 6500 **Prod Date** 12/10/2004 **Warr Date** 6/9/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/16/2005 10:26:18	Patricia Murdy	6394

Summary Notes

8/16/2005 10:26:11 Patricia Murdy 6394

[REDACTED] contacted the CAC via teleaid, stating that his SRS light was on. Customer is currently in Canada.

Writer offered a tow advising customer of the malfunction.

Customer stated they were heading home today & that he will drive the vehicle to the MB dealer in Calgary.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 919708 **Cus Ident** 14220662 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Toms River NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ
Last Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 2000 **Prod Date** 2/25/2005 **Warr Date** 3/21/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/22/2005 17:46:45	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/22/2005 17:46:48	Patricia Murdy	6394

Summary Notes

8/22/2005 17:46:39 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating that her SRS light was on.

Writer advised customer vehicle should be towed & what the light means.

Customer declined tow, stating she was on her way home from the airport & wanted to drive it.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 927720 **Cus Ident** 10361877 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Aventura FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Last Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]
Mileage 400 **Prod Date** 2/10/2005 **Warr Date** 7/5/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	09/13/2005 15:11:32	Patricia Murdy	6394
Roadside	Declined Tow - SRS Light On	09/13/2005 15:11:19	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/13/2005 15:11:24	Patricia Murdy	6394
Air Bags	Airbag	09/13/2005 15:11:22	Patricia Murdy	6394

Summary Notes

9/13/2005 15:11:11 Patricia Murdy 6394

Customer contacted the CAC stating his SRS Light is on for the 2nd time. Customer stated the dealer told him they can get the car in but they would need 2 days to get the vehicle back to him. Customer stated he thinks the dealer is playing games with him. Customer stated that he has to drive to NY & cannot wait 2 days for them to get the vehicle back. Customer stated he is stopping in Jacksonville & may have them repair the vehicle there.

Writer advised customer that when the SRS light is on we recommend the vehicle be towed & not driven. Writer advised customer that a number of things may have brought the light on, therefore the dealer cannot say why it would take 2 days when 1 repair could be more entailed than another. Writer advised customer there are 3 other dealers in his area & offered to give their numbers. Customer declined & only took the number for Jacksonville, stating he would be driving the vehicle there.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 936373 **Cus Ident** 26243444 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Provo **UT** [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 78102 MERCEDES-BENZ OF LINDON LINDON UT
Sell Dlr 78602 KEN GARFF IMPORTS SALT LAKE CITY UT

Last Sell Dlr**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J65A [REDACTED]
Mileage 1097 **Prod Date** 10/15/2004 **Warr Date** 11/19/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/05/2005 15:26:28	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/05/2005 15:26:16	Patricia Murdy	6394
Air Bags	Airbag	10/05/2005 15:26:18	Patricia Murdy	6394

Summary Notes

10/5/2005 15:26:12 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating that his SRS light is on. Customer declined tow stating he did not want the vehicle towed & would just take it into the dealer.

Writer advised customer we do not recommend the vehicle be driven & again offered a tow.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 976474 **Cus Ident** 29510684 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

West Chester PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 67105 MERCEDES-BENZ OF WEST CH WEST CHESTER PA**Last Sell Dlr** 67105 MERCEDES-BENZ OF WEST CH WEST CHESTER PA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X36A [REDACTED]
Mileage 297 **Prod Date** 6/17/2005 **Warr Date** 7/15/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/28/2005 15:16:44	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/28/2005 15:16:49	Patricia Murdy	6394
Air Bags	Airbag	11/28/2005 15:16:47	Patricia Murdy	6394

Summary Notes

11/28/2005 15:16:38 Patricia Murdy 6394

Customer contacted the CAC via teleaid incident # 15837100, stating that his SRS light was on. Customer stated he did not want the vehicle towed but did not elaborate why.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1018708 **Cus Ident** 6107660 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Big Bear Lake CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Last Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 1654 **Prod Date** 2/23/2005 **Warr Date** 4/26/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/28/2005 16:59:32	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/28/2005 16:59:25	Patricia Murdy	6394
Air Bags	Airbag	12/28/2005 16:59:26	Patricia Murdy	6394

Summary Notes

12/28/2005 16:59:21 Patricia Murdy 6394

Customer contacted the CAC via teleaid incident # 65593403 stating that the SRS light was on.

Writer advised customer that we don't advise to drive the vehicle & that we can set up a tow for him.

Customer declined stating he has a very busy day today & cannot do it.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1058441 **Cus Ident** 26324893 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Laguna Hills CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Last Sell Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 15000 **Prod Date** 11/11/2004 **Warr Date** 12/21/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/27/2006 16:45:20	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/27/2006 16:45:16	Patricia Murdy	6394
Air Bags	Airbag	01/27/2006 16:45:13	Patricia Murdy	6394

Summary Notes

1/27/2006 16:45:10 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating the SRS light was on.

Writer advised customer vehicle should be towed & writer offered to set up.

Customer declined tow, requested dealer connect, stated they would drive the vehicle in.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1076949 **Cus Ident** 30515172 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Deerfield Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL
Sell Dlr 14316 MERCEDES-BENZ OF TAMPA TAMPA FL
Last Sell Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 46 **Prod Date** 3/9/2005 **Warr Date** 12/23/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/10/2006 16:53:33	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/10/2006 16:53:21	Patricia Murdy	6394
Air Bags	Airbag	02/10/2006 16:53:19	Patricia Murdy	6394

Summary Notes

2/10/2006 16:53:11 Patricia Murdy 6394

Customer contacted the CAC stating that his SRS light was on. Customer stated he was driving to work & declined to have the vehicle towed. Customer stated he would bring the vehicle to the dealer tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1307816 **Cus Ident** 35039228 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Little River SC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 72314 FOWLER MOTORS, INC. CONWAY SC
Last Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 2100 **Prod Date** 10/25/2005 **Warr Date** 1/23/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	07/21/2006 10:40:35	Patricia Murdy	6394
	Declined Tow - SRS Light On	07/21/2006 10:54:07	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/21/2006 10:40:35	Patricia Murdy	6394
Air Bags	Airbag	07/21/2006 10:54:15	Patricia Murdy	6394

Summary Notes

7/21/2006 10:40:35 Patricia Murdy 6394
 Roadside - Electrical Problem [See Roadside Ticket ID: 2891382]
 7/21/2006 10:53:57 Patricia Murdy 6394

Customer advised SRS light is on, writer advised him vehicle should be towed , as it is a safety concern.
 Customer declined tow, stating he was going to drive the car to the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1351012 **Cus Ident** 31150660 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Westfield NJ [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GRI BRIDGEWATER NJ
Last Sell Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 56 **Prod Date** 12/13/2005 **Warr Date** 3/18/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/18/2006 20:10:58	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/18/2006 20:10:49	Patricia Murdy	6394
Air Bags	Airbag	08/18/2006 20:10:46	Patricia Murdy	6394

Summary Notes

8/18/2006 20:10:43 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating that the SRS light was on.

Writer advised customer car should be towed. Customer stated that they were right down the street from their house & would drive it home.. Writer offered to arrange tow from their home. Customer stated they would call in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1364263 **Cus Ident** 29025576 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chicago IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 11457 **Prod Date** 2/25/2005 **Warr Date** 8/12/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/28/2006 17:27:13	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/28/2006 17:27:06	Patricia Murdy	6394
Air Bags	Airbag	08/28/2006 17:27:04	Patricia Murdy	6394

Summary Notes

8/28/2006 17:27:01 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating that his SRS light was on. Customer stated he was in bumper to bumper traffic & did not want to be towed from there. Customer stated he would call back later.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1368451 **Cus Ident** 32536146 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bend **OR** [REDACTED]
Phone ([REDACTED]) **Phone Location** **Residence**
Assign Dlr

Sell Dlr 66673 MERCEDES-BENZ OF BEND BEND OR
Last Sell Dlr 66673 MERCEDES-BENZ OF BEND BEND OR

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX6A [REDACTED]
Mileage 2500 **Prod Date** 2/8/2006 **Warr Date** 6/11/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	08/31/2006 13:20:50	Patricia Murdy	6394
	Declined Tow - SRS Light On	08/31/2006 13:22:30	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/31/2006 13:20:50	Patricia Murdy	6394
Air Bags	Airbag	08/31/2006 13:22:25	Patricia Murdy	6394

Summary Notes

8/31/2006 13:20:50 Patricia Murdy 6394
 Roadside - Electrical Problem [See Roadside Ticket ID: 2939432]
 8/31/2006 13:22:21 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating her SRS light was on. Writer advised customer we recommend vehicle be towed & offered to make arrangements. Customer declined stating she had people to drop off & would drive to the dealer when she was done.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1378152 **Cus Ident** 33753083 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Denver CO [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 08109 MERCEDES-BENZ OF WESTMIN WESTMINSTER CO
Sell Dlr
Last Sell Dlr 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 22000 **Prod Date** 8/10/2004 **Warr Date** 11/1/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/07/2006 12:54:20	Patricia Murdy	6394
Roadside	Declined Tow - SRS Light On	09/07/2006 12:54:45	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	09/07/2006 12:54:36	Patricia Murdy	6394
Electrical System	Electrical System	09/07/2006 12:54:27	Patricia Murdy	6394
Visibility	Visibility	09/07/2006 12:54:48	Patricia Murdy	6394
Air Bags	Airbag	09/07/2006 12:54:29	Patricia Murdy	6394

Summary Notes

9/7/2006 12:54:12 Patricia Murdy 6394

Customer contacted the CAC expressing dissatisfaction with her vehicle. Customer stated that she's had transmissions issues & climate control issues. Customer stated that today her SRS light is on and she refuses to have the vehicle towed. Customer stated she will not pay \$15.99 a day for a rental vehicle. Customer stated she needs her car for work.

Writer inquired what customer would like writer to do to assist. Customer stated, "Do you want to pay \$15.99 a day for my car?" Writer advised customer that each dealer is independently owned & operated & sets their own loaner vehicle policy. Customer stated, "Then what is the purpose of the warranty?" Writer advised customer the warranty protects against manufacturing defects. Writer advised customer her comments would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1404703 **Cus Ident** 31177603 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Arlington VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34108 EURO MOTORCARS GERMANTOWN MD

Last Sell Dlr 34108 EURO MOTORCARS GERMANTOWN MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J06A [REDACTED]
Mileage 6400 **Prod Date** 1/11/2006 **Warr Date** 3/19/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	09/26/2006 16:52:33	Patricia Murdy	6394
	Declined Tow - SRS Light On	09/26/2006 16:54:17	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/26/2006 16:52:33	Patricia Murdy	6394
Air Bags	Airbag	09/26/2006 16:54:12	Patricia Murdy	6394

Summary Notes

9/26/2006 16:52:34 Patricia Murdy 6394

Roadside - Electrical Problem [See Roadside Ticket ID: 2969425]

9/26/2006 16:54:09 Patricia Murdy 6394

Customer called via teleaid stating that his SRS light was on. Customer declined tow for right now, stating he had to pick someone up. He stated that he would call back later.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1430785 **Cus Ident** 45568831 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Danbury CT [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dlr 09116 MERCEDES-BENZ OF DANBUR' DANBURY CT

Sell Dlr 09116 MERCEDES-BENZ OF DANBUR' DANBURY CT

Last Sell Dlr 09116 MERCEDES-BENZ OF DANBUR' DANBURY CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]
Mileage 57000 **Prod Date** 11/5/2004 **Warr Date** 12/31/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/16/2006 12:03:56	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/16/2006 12:03:58	Patricia Murdy	6394
Air Bags	Airbag	10/16/2006 12:04:00	Patricia Murdy	6394

Summary Notes

10/16/2006 12:03:48 Patricia Murdy 6394

Customer contacted the CAC seeking post warranty assistance for an SRS issue. Customer claims he had multiple problems with that when his vehicle was in warranty. Customer feels MB should cover this \$600 expense

Writer advised customer he would want to direct his request to the SM at the dealer, as he is in the position to review this & possibly offer assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1723988 **Cus Ident** 28369394 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 23000 **Prod Date** 2/23/2005 **Warr Date** 5/9/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	04/19/2007 10:51:43	Patricia Murdy	6394
	Declined Tow - SRS Light On	04/19/2007 10:53:34	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/19/2007 10:51:43	Patricia Murdy	6394
Air Bags	Airbag	04/19/2007 10:53:30	Patricia Murdy	6394

Summary Notes

4/19/2007 10:51:43 Patricia Murdy 6394
 Roadside - Electrical Problem [See Roadside Ticket ID: 3204942]
 4/19/2007 10:53:25 Patricia Murdy 6394

Customer called via teleaid advising her SRS light was on. Writer advised customer we recommend she not drive the vehicle & offered to set up a tow. Customer stated that the light's been on for a week & will just make an appointment with the dealer.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 919353 **Cus Ident** 20248662 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Poplar Bluff

MC [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr** 22444 FOLEY - SWEITZER MOTOR SA MARION IL**Sell Dlr** 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL**Last Sell Dlr** 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 11311 **Prod Date** 6/2/2004 **Warr Date** 7/31/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	08/22/2005 09:44:26	Joseph Leonardi	6255

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/22/2005 09:44:19	Joseph Leonardi	6255

Summary Notes

8/22/2005 09:44:13 Joseph Leonardi 6255

Customer contacted the CAC in reference to her 2005 E320W. She claims that she has been waiting for a SRS control Module for 2 weeks.

She is upset because she has been waiting and the dealership can not give her an ETA on the part.

Writer apologized and informed her that he will forward her concerns.

8/22/2005 16:22:42 Robyn Letz 6209

From PAC:

TAC case 83934. Tech is installing part today (pigtail harness) . ETA 8/23

Summary Notes

8/23/2005

10:24:37

Honora Duffy

6307

██████ (who is owner - I've added his wife, Indu, who called yesterday, as driver on Fastracc) called.

I confirmed we are current investigating this matter; this can take several business days.

██████ refuses to accept; I confirmed this is first time (yesterday) we have heard of this matter and must seek hi understanding that review can take at least several business days. Dealership will be in contact with him once repairs are finalized.

██████ continued to refuse to accept demanding MBUSA "take back" his vehicle. He also demanded that dealer provide him with loaner.

There are no warranty claims on this vehicle other than PDI; I confirmed that MBUSA will stand behind the warranty and provide whatever technical assistance to dealership necessary to ensure that his vehicle is fixed. Loaner car is between customer/dealership.

██████ refuses to accept he has to work with dealer on this matter; I confirmed since they have his vehicle, they are his contact point and in best position to advise him on status of repair.

After we hung up, I called Dave; Service Manager confirmed that parts arrived yesterday and dealer is currently working on vehicle. Once repairs are finalized, they will contact customer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 923567 **Cus Ident** 27317628 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Saratoga Springs NY [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dir 55132 KEELER MOTOR CAR COMPAN LATHAM NY
Sell Dir 55132 KEELER MOTOR CAR COMPAN LATHAM NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 5141 **Prod Date** 11/30/2004 **Warr Date** 1/20/2005 **Model** CLS500i 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	09/01/2005 12:19:52	Joseph Leonardi	6255
Electrical System	Electrical System	09/01/2005 12:19:42	Joseph Leonardi	6255

Summary Notes

9/1/2005 12:19:25 Joseph Leonardi 6255

Customer contacted the CAC in reference to her 2006 CLS500. She states that she turned in her 2006 E350 because of her ongoing issues and now purchased the 2006 CLS. She alleges that the vehicle is at the dealership now for a check engine light and the SRS light. She states that the dealership is in touch with Mercedes-Benz on this issue and she requests that her issues be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1017850 **Cus Ident** 13734341 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Missouri City TX [REDACTED]

Phone ([REDACTED]) **Phone Location** Business

Assign Dlr 32100 MERCEDES-BENZ OF BATON R BATON ROUGE LA

Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Last Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED] -
Mileage 2722 **Prod Date** 10/4/2005 **Warr Date** 10/28/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	12/28/2005 11:30:36	Joseph Leonardi	6255

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/28/2005 11:26:33	Joseph Leonardi	6255

Summary Notes

12/28/2005 11:26:21 Joseph Leonardi 6255

Customer called the CAC tele-aid. He is upset because his vehicle was at the dealership for an issue with the SRS system. He said that he "took time out of his day" to go to the dealership and they did not have the part so he had to order it.

He said that he is disappointed because the car has to go to the dealership within the first 2 months of ownership and that the dealership does not have the parts for it and they can not tell him when it will be in.

Writer apologized and informed him that he would document and forward his concerns.

12/28/2005 11:30:28 Joseph Leonardi 6255

Writer called and spoke with Kim in service, she stated that they are waiting for a tele-aid module and an SRS Module.

They did not have part #'s at this time.

1/10/2006 14:14:01 William Maher 6250

Update from PAC:

"Parts man Jay Gelpi informed me that they have the parts. Service person Kim Garfola made an appointment with the client for 1/10 to have the parts installed."

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1045841 **Cus Ident** 10493055 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manalapan

NJ [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr** 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ**Sell Dlr** 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ**Last Sell Dlr** 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110821X [REDACTED]**World Vin:** WDBUF82J45X [REDACTED]**Mileage** 15700 **Prod Date** 12/3/2004 **Warr Date** 2/19/2005 **Model** E320W4 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/18/2006 12:19:51	Joseph Leonardi	6255

Summary Notes

1/18/2006 12:19:40 Joseph Leonardi 6255

Customer called the CAC in reference to his 2005 E320W4. He stated that the vehicle. He said that his vehicle has been to the dealership 6 times for various issues.

He stated that he has had issues with the SRS, power steering, Steering controls, crack in the wood shifter. He disappointed in the quality and wanted to voice his feelings. Writer apologized and informed him that he would document and forward his comments.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1431280 **Cus Ident** 26375279 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bella Vista AR [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV
Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J16A [REDACTED]
Mileage 15580 **Prod Date** 7/19/2005 **Warr Date** 10/10/2005 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/16/2006 15:12:02	Joseph Leonardi	6255

Summary Notes

10/16/2006 15:11:57 Joseph Leonardi 6255

E-mail: [REDACTED]
 Comments: I purchased this car with the understanding from the salesman, that the SIRIUS antenna and receive could be dealer installed, as long as the car had the factory GPS system installed. The dealer now tells me that even though my car has the proper front end installed, the car was not factory wired for the SIRIUS system for the 2006 model year. I just can't believe that Mercedes does not make a wiring harness that the dealer can install? Please HELP! Thanks, Willy Demel

10/18/2006 10:37:49 Joseph Leonardi 6255

Dear [REDACTED]

Thank you for your recent e-mail to our Customer Assistance Center.

We regret the circumstances which prompted you to contact us and apologize for any inconvenience caused. As you are aware, SIRIUS Satellite radio for Model Year 2006 E320CDI is a factory installed option only and can not be later installed at the dealership.

Please be assured that your comments have been documented and forwarded to the appropriate individuals within our company. The opportunity to correspond is appreciated.

Sincerely,

Joseph L.
 Customer Relations Liaison

Summary Notes

11/6/2006 15:36:12 Joseph Leonardi 6255

Hello Joe,

Was there a resolution reached with this customer?

Thank you
Joe

SPOM replies

unfortunately not. Dealer overpromised. Customers history wasnt close to what he thinks it is. Customer was upside down \$10k which I was not going to cover. I'll find out if they worked anything further out.

Regards,

Joe Gallagher
Service and Parts Operations Manager

11/7/2006 08:53:09 Joseph Leonardi 6255

Hey Joe

I am in the process of writing [REDACTED] his letter. Just to clarify, is there ANY offer from MB still on the table for this customer?

Thanks again
Joe

11/7/2006 09:09:14 Joseph Leonardi 6255

he can apply the \$2500 goodwill money for another vehicle if he chooses.

Regards,

Joe Gallagher
Service and Parts Operations Manager

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1454814 **Cus Ident** 26217997 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Spring TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75117 MERCEDES-BENZ OF HOUSTOI HOUSTON TX
Sell Dlr 75116 MERCEDES-BENZ OF HOUSTOI HOUSTON TX
Last Sell Dlr 75117 MERCEDES-BENZ OF HOUSTOI HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 22290 **Prod Date** 10/8/2004 **Warr Date** 11/10/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/02/2006 11:21:54	Joseph Leonardi	6255

Summary Notes

11/2/2006 11:21:49 Joseph Leonardi 6255

Comments

As Mercedes so effectively markets, I spent many years working toward the ultimate rewards of success. A Mercedes clearly fit the bill. Now that I reached that point in my life, somethings are not what I had hoped. My greatest disappointment... My wifes Mercedes. We have had it for two years, bought new. It has been in repetatively for the same things, the SRS (3 times), an unidentified suspension problem (3 times)among other things. These issues still persist. My new material goals: to replace my Mercedes with a BMW or Lexus. Thank for reminding me that material things are just that, material things. Sincerely, [REDACTED]

11/2/2006 11:26:03 Joseph Leonardi 6255

Writer left voice mail for customer.

Summary Notes

11/2/2006 13:28:30 Joseph Leonardi 6255

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 23000
Warranty Start Date: 11/10/2004
Previous CA Referrals: None

Previous Summary Notes: 1454814

E-mail: [REDACTED]
Customer sent the following e-mail received by the CAC on 11/2/06.

Comments

As Mercedes so effectively markets, I spent many years working toward the ultimate rewards of success. A Mercedes clearly fit the bill. Now that I reached that point in my life , some things are not what I had hoped. My greatest disappointment... My wife's Mercedes. We have had it for two years, bought new. It has been in repetitively for the same things, the SRS (3 times), an unidentified suspension problem (3 times)among other things. These issues still persist. My new material goals: to replace my Mercedes with a BMW or Lexus. Thank for reminding me that material things are just that, material things. Sincerely, [REDACTED]

Writer called customer in reference to his e-mail , he stated that there is a rattle in the steering wheel and a thumping under the floorboard and alleges that the dealership can not resolve. Additionally, he states that the SRS light is on again. Per customer, the vehicle was taken to the dealership this morning.

Customer seeking MBUSA technical assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1529715 **Cus Ident** 8194540 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

North Canton OH [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 62100 KEMPTHORN MOTORS, INC. CANTON OH
Sell Dlr 62100 KEMPTHORN MOTORS, INC. CANTON OH
Last Sell Dlr 62110 MERCEDES-BENZ OF WEST CHESTER WEST CHESTER OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 10260 **Prod Date** 12/13/2004 **Warr Date** 3/7/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	12/26/2006 11:11:44	Joseph Leonardi	6255

Summary Notes

12/26/2006 11:11:39 Joseph Leonardi 6255

Customer called the CAC in reference to his 2006 CLS500. Customer stated that his SRS light has come on and he called the dealership to make an appointment.

He states that the dealership does not have any openings and informed him that they can set up an appointment with him "early January".

He wanted to know if the dealership can set up an appointment at an earlier time. Writer informed him that authorized MB dealerships are independently owned and operated and responsible for their daily business activities including scheduling.

Writer offered to call dealership.

12/26/2006 11:15:05 Joseph Leonardi 6255

Writer called and spoke with SM. He stated that he will look into the situation and return call back.

12/26/2006 13:00:16 Joseph Leonardi 6255

Bob (SM) called from the dealership, He stated that customer is coming in on the 4th and he is fine with this date

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1608868 **Cus Ident** 35537689 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fontana CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]
Mileage 18000 **Prod Date** 9/30/2004 **Warr Date** 12/28/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Dissatisfied CPO Certification	02/15/2007 14:22:41	Joseph Leonardi	6255

Summary Notes

2/15/2007 14:22:29 Joseph Leonardi 6255

Customer called the CAC in reference to his CPO 2005 E500. He stated that he is disappointed with the CPO certification.

He claims that there was an issue with the SRS, the tires were below the recommended pressure and were "bald" and the vehicle is pulling to the right "hard".

He alleges that he brought these issues to the attention of the dealership and they addressed the issues with the SRS and the tire pressure.

He states that the vehicle is still pulling to the right and he stated that he was told by the dealership that "they don't want to see the car anymore".

Customer is skeptical that the vehicle was properly certified and wants the alignment checked and repaired by the dealership.

he alleges that he has sent e-mailed and left voice mails but they have not returned his e-mails or calls.

Writer informed him that he will call the dealership.

2/15/2007 14:27:36 Joseph Leonardi 6255

Writer left voice mail for the service manager.

Summary Notes

2/20/2007 10:42:24 William Maher 6250

Customer called in reference to above. Customer stated he received an Email from the General Manager telling him that there is nothing that they are willing to do for him.

Writer apologized however informed him that the dealerships are privately owned and operated and are responsible for the certifying of the vehicles. Writer informed him that the General Manager is the person that would make this decision.

2/21/2007 16:35:15 Timothy Ucker 7810

Customer phoned the CAC in regards to above alleging he has taken his vehicle to another unknown dealer and they have told him the alignment is off and are going to charge him \$120.00 to correct it.

Customer is requesting compensation from the selling dealer.

Writer advised it is difficult to comment on the above from this vantage point as the dealer is in the best position to determine the best procedure in addressing the above.

Writer advised customer dealers are independently owned and operated and this is an issue to be addressed at a local level.

Writer apologized for any inconvenience, thanked customer for calling, and advised customer that all comments will be documented as well as shared with the appropriate parties for review.

Writer advised customer to be in contact with General Manager, as that is the best point of contact regarding the above.

NTMT: Dealer, MM, and SPOM

2/21/2007 17:43:33 Timothy Ucker 7810

Writer re-contacted customer to determine which dealer performed the above alignment.

Penske Motorcars in West Covina.

Customer also added to above an allegation that the dealer sold him the vehicle as Certified Pre-Owned with illegally bald tires on the rear.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 941763 **Cus Ident** 19449209 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

N Massapequa NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55111 MERCEDES-BENZ OF MASSAPEQUA AMITYVILLE NY
Sell Dlr 55111 MERCEDES-BENZ OF MASSAPEQUA AMITYVILLE NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J05X [REDACTED]
Mileage 10751 **Prod Date** 12/17/2004 **Warr Date** 2/7/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	10/19/2005 15:24:27	Penny Readie	6310
	Excessive Wait for Vehicle Repair	10/19/2005 15:24:27	Penny Readie	6310
	Commitments Not Fulfilled As Promised	10/19/2005 15:24:27	Penny Readie	6310
Survey Inquiries	Inbound Call - No Survey	10/19/2005 15:23:12	Penny Readie	6310

Summary Notes

10/19/2005 15:23:05 Penny Readie 6310

Customer, [REDACTED] called in to initiate a complaint. Customer claims he just received his SES survey for his 10/7/05 service visit. Customer states he is very dissatisfied - customer claims his appt. was for 8:30 for the SRS light and maintenance- arrived at 8:15. Customer was waiting for three hours and then approached the service representative to determine the status. The rep. informed him that the vehicle has not been looked at yet. Customer is very upset by this lack of concern for his time and poor customer service. Customer claims he had just received a letter from the dealer promoting this dealer and how they have 30 bays waiting to service the need of MB customers. Customer can't believe that he waited for three hours only to be told the vehicle wasn't looked at yet - not acceptable. Customer was eventually given a loaner. Writer offered regrets on this experience and advised customer to please complete the SES survey as this is one of the way to communicate to the dealer which area's they need improvement. Customer states that he will send in the survey. writer thanked customer for his time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 905065 **Cus Ident** 12368277 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Scarsdale NY [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]
Mileage 3790 **Prod Date** 7/8/2004 **Warr Date** 11/30/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/18/2005 15:14:43	William Maher	6250

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/18/2005 15:14:46	William Maher	6250

Summary Notes

7/18/2005 15:14:37 William Maher 6250

Patrick from the dealership called claiming that their customer does not accept their decision of why the airbags allegedly didn't deploy during an accident. Customer claims that he has never received a letter from MBUSA.

Writer sent e-mail to Frank Berenz for review.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 837236 **Cus Ident** 18790988 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Claremont

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr** 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA**Sell Dlr** 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA**Last Sell Dlr** 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110651A [REDACTED]**World Vin:** WDBUF65J75A [REDACTED]**Mileage** 2199 **Prod Date** 7/14/2004 **Warr Date** 10/31/2004 **Model** E320W 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	02/01/2005 17:25:46	Brian Dudek	7814

Summary Notes

2/1/2005 17:21:47 Brian Dudek 7814

See CA Referral # 175636

Customer phoned the CAC to request a report of findings from CA Referral an alleged non air bag deployment. Customer advised he is looking for MBUSA assistance in getting out of his vehicle. Customer advised Regional Representative Scott Fischer will not return his call. Customer advised he is requesting the report since he feels the vehicle airbags didn't work as designed and wants to bring the report to other experts, or BBB.

Writer apologized to customer and advised the findings can be obtained by placing a request in writing to the legal department of MBUSA. Writer directed customer to discuss request of getting out of his vehicle with the sales manager.

Summary Notes

2/2/2005 09:00:31 Jacquelyn Galletta 6323

Customer was transferred to writer after above contact with CA Rep, Brian Dudek. Writer spoke to customer and advised that I would alert the appropriate individuals regarding his request for the findings of the inspection. Customer admits that he has been told by our Regional Manager that the vehicle performed as designed - no malfunctions. Customer wishes to trade out of vehicle, doesn't think that it possible that our findings could be correct.

Writer advised that although I can't confirm findings (this would come from our legal department) MBUSA would stand behind the determination made by our expert Technical Specialist and Regional SPOM. Writer suggested that should customer want to trade out of vehicle, he speak to his dealer. I also advised customer that his request has been sent to the legal department (per Referral notes) and it can take time, but that I would again put forth his request for our position in writing.

Customer threatens to pursue via the media, etc. and wants it noted that he is not happy with the performance of this vehicle or our company position. Writer advised it would be noted.

Writer sent email to Frank B., Scott Fischer and cc: to Donna Boland.

2/2/2005 09:00:57 Jacquelyn Galletta 6323

Writer received email from Frank advising that a letter will go out today or tomorrow with our position.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 862983 **Cus Ident** 29530406 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] **Address** [REDACTED]

Aventura FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 5311 **Prod Date** 9/22/2004 **Warr Date** 11/15/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/02/2005 18:45:51	Michelle Cipolla	6328

Summary Notes

4/2/2005 18:45:44 Michelle Cipolla 6328

SRS light on- Writer advised customer to have vehicle towed. Customer DECLINED tow and stated they were less than 1 mile from home. Writer encouraged customer to have vehicle towed to ensure safety. Writer advised customer that vehicle must be checked at authorized MB dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 865669 **Cus Ident** 26455885 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Potomac MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J05X [REDACTED]
Mileage 870 **Prod Date** 7/8/2004 **Warr Date** 2/12/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/07/2005 14:24:51	Michelle Cipolla	6328

Summary Notes

4/7/2005 14:24:43 Michelle Cipolla 6328

Customer called in on Tele-Aid stating SRS-visit workshop & SOS- visit workshop messages are in display. Writ advised customer that the vehicle should be towed to ensure safety.
 Customer DECLINED tow.
 Writer advised customer to have vehicle checked at an authorized MB dealership and customer stated she will.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 880237 **Cus Ident** 45455603 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chino Hills CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 7262 **Prod Date** 11/24/2004 **Warr Date** 12/31/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	05/11/2005 17:20:16	Michelle Cipolla	6328

Summary Notes

5/11/2005 17:20:07 Michelle Cipolla 6328

Customer contacted Roadside via Tele-aid claiming SRS light is on.

Writer advised customer that the vehicle should be towed to MB dealer. Customer DECLINED tow and advised she will drive vehicle to dealer 05101.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916429 **Cus Ident** 4955285 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Delray Beach FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 15317 MERCEDES-BENZ OF POMPANO BEACH FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 1 **Prod Date** 3/21/2005 **Warr Date** 5/16/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/15/2005 13:36:44	Sophia Anglyn	6354

Summary Notes

8/15/2005 13:36:14 Sophia Anglyn 6354

customer called in and stated that the SRS light was on. Writer advised of meaning, offered tow...customer wanted loaner vehicle-writer advised dealer would have to provide loaner. Customer was unsure if they wanted tow or to drive in. Writer advised to call back rap if they changed their mind and wanted vehicle towed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924542 **Cus Ident** 12430964 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Metuchen NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ
Last Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112821X [REDACTED] **World Vin:** WDBUH82J35X [REDACTED]
Mileage 3413 **Prod Date** 11/4/2004 **Warr Date** 3/16/2005 **Model** E320S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/04/2005 20:53:52	Sophia Anglyn	6354

Summary Notes

9/4/2005 20:53:43 Sophia Anglyn 6354

Customer called in, stated that the SRS light was on...writer advised of meaning/offered tow, customer declined...stated that he would take vehicle into dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 927290 **Cus Ident** 28370546 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Rowland Heights CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 1315 **Prod Date** 3/7/2005 **Warr Date** 5/7/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/12/2005 16:48:36	Sophia Anglyn	6354

Summary Notes

9/12/2005 16:48:05 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on... writer advised of meaning/offered tow...customer declined, stated that he would take vehicle in... advised to call back rap if he needed further assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 934825 **Cus Ident** 7845167 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Highland Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 15317 MERCEDES-BENZ OF POMPANO BEACH FL

Last Sell Dlr 17114 RBM OF ATLANTA - NORTH ALPHARETTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 1 **Prod Date** 4/21/2005 **Warr Date** 7/13/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/02/2005 15:49:08	Sophia Anglyn	6354

Summary Notes

10/2/2005 15:49:01 Sophia Anglyn 6354

Customer called in and stated that her SRS light was on... writer advised of meaning, offered tow. Customer declined she stated that she would take vehicle into dealer tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944997 **Cus Ident** 26137208 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Northport NY [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY
Last Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]
Mileage 2005 **Prod Date** 3/15/2005 **Warr Date** 5/20/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/29/2005 20:20:04	Sophia Anglyn	6354

Summary Notes

10/29/2005 20:19:09 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on... writer advised of meaning/offered tow... customer declined, he stated that he would bring vehicle into dealer on his own... writer advised to call back rap if he needs further assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 947739 **Cus Ident** 26251432 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baton Rouge LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 14348 **Prod Date** 7/30/2004 **Warr Date** 11/26/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/06/2005 14:30:46	Sophia Anglyn	6354

Summary Notes

11/6/2005 14:30:37 Sophia Anglyn 6354

Customer called in and stated that her battery light was flashing periodically, she had esp malfunction, consumer electronic warning and the SRS light was on... Writer advised of meaning of warnings... offered tow... customer declined and stated that she would take vehicle in on her own... writer advised to call back rap if she needed further assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 964984 **Cus Ident** 26366380 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bethesda MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 6947 **Prod Date** 8/16/2004 **Warr Date** 12/18/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/18/2005 20:41:24	Sophia Anglyn	6354

Summary Notes

11/18/2005 20:41:11 Sophia Anglyn 6354

Customer called in and stated that her SRS light was on... writer advised of meaning... offered tow... customer declined... advised to see dealer asap.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 966407 **Cus Ident** 44657810 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New York

NY [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dlr

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 2112871X [REDACTED] **World Vin:** WDBUH87J76X [REDACTED]
Mileage 2650 **Prod Date** 2/17/2005 **Warr Date** 3/31/2005 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/20/2005 13:07:54	Sophia Anglyn	6354

Summary Notes

11/20/2005 13:07:46 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on, writer advised of meaning and offered tow into dealer... Customer declined, he stated that he would take vehicle in on his own. Writer advised customer to call back if he changed his mind/needed further assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1031526 **Cus Ident** 7791498 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Falls Church VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA
Last Sell Dlr 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]
Mileage 10000 **Prod Date** 12/16/2004 **Warr Date** 4/2/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/07/2006 13:37:47	Sophia Anglyn	6354

Summary Notes

1/7/2006 13:37:32 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on... Writer advised of meaning/offered tow... customer was concerned with loaner vehicle... Writer advised rap could assist with rental-would need to speak with dealer for loaner... could not advise of length of repair etc. customer stated that he would call back if he decided to have vehicle towed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1060181 **Cus Ident** 21737201 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cumberland MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34205 MERCEDES-BENZ OF HAGERS` HAGERSTOWN MD

Last Sell Dlr 34205 MERCEDES-BENZ OF HAGERS` HAGERSTOWN MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]
Mileage 25334 **Prod Date** 7/19/2004 **Warr Date** 12/10/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/29/2006 16:08:00	Sophia Anglyn	6354

Summary Notes

1/29/2006 16:07:52 Sophia Anglyn 6354

customer called in and stated that his SRS light was on again. writer advised of meaning advised rap could tow/call dealer asap to make appointment.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 858697 **Cus Ident** 12328283 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cazenovia NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY
Sell Dlr 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY
Last Sell Dlr 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]
Mileage 6317 **Prod Date** 7/7/2004 **Warr Date** 9/16/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	03/24/2005 15:13:26	Julia Hart	6254
	Long Wait Time for Part(s)	03/24/2005 15:13:26	Julia Hart	6254

Summary Notes

3/24/2005 15:12:54 Julia Hart 6254

Customer contacted the CAC demanding assistance with vehicle.

Customer alleges his vehicle is currently at dealer 56119 awaiting a part for the "SRS". Customer claims he has been dealing with "SD John Bruno" who originally advised the part would arrive on 3-22-05, however it is now 3-24-05 & there is no ETA. Customer is extremely pleased with the dealership , but would like MBUSA to "step up" & assist in locating the part.

Customer stated "I am a retired Chrysler employee & we would never treat our customers this way!"

Writer apologized & advised customer I would research his concerns & contact him with any updated information

Customer is requesting I contact him today regardless what information I have obtained. Writer agreed.

3/24/2005 15:17:29 Julia Hart 6254

Writer spoke with Parts Manager Tom from dealer 56119.

Tom advised the Part is a Spital Contact & the Part # is 1714640518. Order # 1145596.

Tom claims he was originally advised this part was available in Fontana in which he would receive the part on 3-22-05. Tom stated the part never came in which he then contacted "Damien from Parts" who advised he has located this part in Robbinsville in which it will be shipped on 3-25-05. Tom stated he was not able to locate this part in Robbinsville & would like confirmation that the part will be shipped.

3/24/2005 15:23:11 Robyn Letz 6209

sent to PAC.

Summary Notes

3/24/2005 17:53:39 Robyn Letz 6209

ETA from PAC 03/25/05, writer advised Julia as she promised to call customer.

3/24/2005 17:58:07 Julia Hart 6254

Writer contacted the customer to advise of the updated information.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 885557 **Cus Ident** 26064991 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 3552 **Prod Date** 8/25/2004 **Warr Date** 10/14/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	05/25/2005 13:43:34	Julia Hart	6254
	Personnel Issues or Complaints	05/25/2005 13:43:34	Julia Hart	6254

Summary Notes

5/25/2005 13:43:26 Julia Hart 6254

Customer contacted the CAC to express displeasure with vehicle.

Customer is extremely displeased with the quality of the vehicle as he alleges several repairs have been performed in the last few months of ownership.

Customer claims currently the SRS light is on in which dealer 05101 is sending someone out to pick the vehicle u

Customer is demanding MBUSA provide "customer service" & adjust to the customer's needs.
 Customer is requesting when his vehicle is in for service, MB waive the charges for insurance on the rental vehic
 & reimburse him for gas used.

Writer apologized & advised the customer all dealerships are independently owned & operated & set their own
 policies regarding loaner vehicles.
 Writer explained MBUSA will continue to honor the terms of the warranty & provide technical assistance if needed

Writer offered to contact the SM to further discuss the outstanding issue with his vehicle.

Customer stated he has already spoken with "SM, Bob Evens" & is requesting to speak with a supervisor to waiv
 the charges for gas & insurance on his rental vehicle.

Writer explained there are no supervisors available & reiterated that MB would not be able to assist in providing
 him with gas & insurance.
 Writer assured the customer his concerns will be documented & shared on his behalf.

Customer requested the name & # of the President. Writer provided.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 895510 **Cus Ident** 18687762 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 4921 **Prod Date** 2/17/2005 **Warr Date** 3/28/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/22/2005 15:16:57	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/22/2005 15:16:51	Julia Hart	6254

Summary Notes

6/22/2005 15:16:48 Julia Hart 6254

Customer called via Tele Aid (Incident # 64712296) regarding the SRS light.

Writer advised the air bag may deploy inadvertently or may not deploy if involved in an accident. Writer advised i may be a sensor, but a tow would be recommended as their is no way to determine that over the phone.

Customer declined & stated he will take it to the dealer ASAP.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 903937 **Cus Ident** 26526586 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Coral Springs FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dlr** 51146 RAY CATENA MOTOR CAR COF EDISON NJ**Sell Dlr** 51146 RAY CATENA MOTOR CAR COF EDISON NJ**Last Sell Dlr** 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]
Mileage 10346 **Prod Date** 6/17/2004 **Warr Date** 3/19/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/14/2005 17:56:09	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/14/2005 17:56:00	Julia Hart	6254

Summary Notes

7/14/2005 17:55:53 Julia Hart 6254

Customer contacted the CAC via Tele Aid in regards to the SRS light.

Writer advised the SRS light is pertaining to the restraint system/airbag. Writer explained the air bag may deploy inadvertently or may not deploy if involved in an accident. Writer advised it may be a sensor however there is no way to determine that over the phone, therefore MB would recommend having the vehicle towed.

Customer declined & stated she will contact her dealer for service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926149 **Cus Ident** 25600246 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hialeah

FL [REDACTED]

Phone (000)000-0000

Phone Location Residence

Assign Dlr

Sell Dlr 14302

MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED]

World Vin: WDBUF26J75A [REDACTED]

Mileage 20000 **Prod Date** 1/10/2005 **Warr Date** 4/12/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/08/2005 17:07:04	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/08/2005 17:06:58	Julia Hart	6254

Summary Notes

9/8/2005 17:06:54 Julia Hart 6254

Customer contacted the CAC via Tele Aid (Incident # 65059741) regarding the SRS light.

Writer explained the SRS light is pertaining to the airbag/restraint system. Writer advised the airbag may not deploy if involved in an accident & may deploy inadvertently. Writer advised it may be a sensor, however there is no way to determine that over the phone, therefore MB recommends having the vehicle towed.

Customer declined & stated he is currently driving to the dealer.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 931571 **Cus Ident** 26464486 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Setauket **NY** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55138 **MERCEDES-BENZ OF SMITHTO** **ST. JAMES** **NY**
Last Sell Dlr

Note to Market Ind: **Amount****Vehicle Information**

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]
Mileage 1 **Prod Date** 12/16/2004 **Warr Date** 1/31/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/23/2005 13:56:17	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/23/2005 13:56:08	Julia Hart	6254

Summary Notes

9/23/2005 13:56:04 Julia Hart 6254

Customer contacted the CAC via Tele Aid (Incident # 65128426) regarding the SRS light.

Writer explained the SRS light is pertaining to the airbag/restraint system.
 Writer advised the airbag may deploy inadvertently or may not deploy if involved in an accident.
 Writer advised it may be a sensor, however there is no way to determine over the phone, therefore a tow is recommended.

Customer declined & stated he has already scheduled an appointment for Tuesday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 946411 **Cus Ident** 11204706 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Everett WA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA
Last Sell Dlr 84602 PHIL SMART, INC. SEATTLE WA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 6825 **Prod Date** 3/21/2005 **Warr Date** 6/21/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/02/2005 18:50:05	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/02/2005 18:49:58	Julia Hart	6254

Summary Notes

11/2/2005 18:49:55 Julia Hart 6254

Customer called via Tele Aid in regards to the SRS light.

Writer explained the SRS light does pertain to the restrain system/airbag.

Writer advised the air bag may deploy inadvertently or may not deploy if involved in an accident. Writer explained it may be a sensor, however there is no way to determine over the phone, therefore a tow is recommended.

Customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 946532 **Cus Ident** 12179815 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

La Crescenta CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Last Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J25A [REDACTED]
Mileage 5196 **Prod Date** 11/10/2004 **Warr Date** 4/13/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/03/2005 11:54:45	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/03/2005 11:54:37	Julia Hart	6254

Summary Notes

11/3/2005 11:54:32 Julia Hart 6254

Customer called via Tele Aid regarding the SRS light.

Writer advised the SRS light pertains to the restraint system/airbag & if the light is illuminated the air bag may deploy inadvertently or may not deploy if in an accident. Writer explained MB would recommend having the vehicle towed to the dealer.

Customer declined tow.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1046609 **Cus Ident** 6824084 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Columbus

OH [REDACTED]

Phone [REDACTED]**Phone Location** Mobile**Assign Dlr** 62423

CROWN EUROCARS

DUBLIN

OH

Sell Dlr 62423

CROWN EUROCARS

DUBLIN

OH

Last Sell Dlr**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110821X [REDACTED]**World Vin:** WDBUF82J75X [REDACTED]**Mileage**1 **Prod Date** 12/22/2004 **Warr Date** 2/28/2005 **Model** E320W4 2005**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/18/2006 18:00:46	Julia Hart	6254

Summary Notes

1/18/2006 18:00:32 Julia Hart 6254

Customer called via Tele Aid in regards to the SRS light.

Writer explained if the SRS light is illuminated the airbag may deploy inadvertently while driving or may not deplo if involved in an accident.

Writer advised it may be a sensor, however, there is no way to determine over the phone, therefore , a tow is recommended.

Customer stated he can not tow the vehicle at this time & he will stop by the dealer tomorrow.

1/18/2006 18:03:35 Julia Hart 6254

Writer spoke with Nathaniel in service at dealer 62423 who has made an appointment for the customer tomorrow

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1184343 **Cus Ident** 29260869 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Gillette NJ [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]
Mileage 7670 **Prod Date** 7/8/2005 **Warr Date** 8/31/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	04/27/2006 12:28:25	Julia Hart	6254
	Declined Tow - SRS Light On	04/27/2006 12:32:09	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/27/2006 12:32:11	Julia Hart	6254

Summary Notes

4/27/2006 12:28:25 Julia Hart 6254
 Roadside - Other [See Roadside Ticket ID: 2794643]
 4/27/2006 12:32:04 Julia Hart 6254
 SRS LIGHT

Writer explained malfunction & MBUSA would suggest having the vehicle tow.

Customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1303916 **Cus Ident** 28412320 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 13519 **Prod Date** 2/11/2005 **Warr Date** 2/28/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	07/18/2006 18:21:40	Julia Hart	6254
	Declined Tow - SRS Light On	07/18/2006 18:22:23	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/18/2006 18:22:16	Julia Hart	6254

Summary Notes

7/18/2006 18:21:40 Julia Hart 6254
 Roadside - Other [See Roadside Ticket ID: 2888430]
 7/18/2006 18:22:13 Julia Hart 6254
 SRS Light-Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1528561 **Cus Ident** 31087703 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stanton CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Last Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 150 **Prod Date** 11/15/2005 **Warr Date** 2/11/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/24/2006 16:52:52	Debra Durkin	7838

Summary Notes

12/24/2006 16:52:43 Debra Durkin 7838

Customer indicates SRS light on in vehicle. Writer advised we could tow to dealer for him, or if he choses he could drive to dealer himself. He will let us know if he needs our assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2876880 **Cus Ident** 44407882 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chestnut Hill MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr

Last Sell Dlr 71108 VITI, INC. TIVERTON RI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J55X [REDACTED]
Mileage 12412 **Prod Date** 6/29/2004 **Warr Date** 10/30/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	11/17/2008 12:45:38	Debra Durkin	7838
Service / Repairs	Dissatisfied with brake wear	11/17/2008 12:45:16	Debra Durkin	7838
CAC	Returned Customer's Call/Subject Unknown	11/17/2008 14:01:20	Randall Bibber	4647

Summary Notes

11/17/2008 12:42:01 Debra Durkin 7838

Primary Phone: [REDACTED]
 Current Mileage: 12412
 Dealer(s) involved: Viti

Situation: Customer called looking to speak to someone about the accident she had with her vehicle on Friday. Allegedly, car accelerated on its own while her foot was on the brake and she crashed into a cement wall in a parking garage. Front of car was smashed and [REDACTED] advised no airbag deployed. Customer stated she has since gone on line and has seen many recalls on this vehicle including issues with "brake failure" and advised she or her husband has not gotten any notices or advisement from dealer about this or any issue. She is very upset and does not feel like she will be able to drive this car again, does not feel safe. Customer advised she was frustrated when no one answered phones this morning, stating the dept was in a meeting.

Action Taken: Writer advised she was sorry to hear about her accident, as well as the delay of getting thru today on our phones.

Writer stated she wasn't able to determine what could have caused this accident, and explained how recalls are vin specific and what she has seen on line may not be related to her vehicle. Also advised that writer did see campaigns, however, they do not require customer contact, they get inspected/repared at the dealer when in for service. Writer did not see any recalls related to "brake failure".

Advised customer I have noted all her concerns and will have an escalation specialist call her back by the end of the day today to address her concerns.

Summary Notes

11/17/2008 12:42:08 Debra Durkin 7838

Call back Date: 11/17/2008 time: 13:15:00

11/17/2008 14:01:09 Randall Bibber 4647

Writer called the customer and left a message for a call back.

11/18/2008 09:22:16 Randall Bibber 4647

Writer spoke with the customer and opened a referral for Technical Assistance.

11/18/2008 09:22:38 Randall Bibber 4647

Customer Contacted Summary note rvwed By: Randall Bibber on: 11/18/2008 : 09:21:34

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1359271 **Cus Ident** 17335480 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Beverly Hills CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05156 MERCEDES-BENZ OF VALENCIA, SANTA CLARITA CA
Last Sell Dlr 05156 MERCEDES-BENZ OF VALENCIA, SANTA CLARITA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 1 **Prod Date** 5/4/2006 **Warr Date** 7/1/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/24/2006 20:50:42	Justin Haase	6302

Summary Notes

8/24/2006 20:50:32 Justin Haase 6302

customer called and state that she has had an SRS light on all day. writer advised customer to have vehicle towed, and advised possible safety hazards of srs malfunction. customer requested the phone number of the Valencia dealer and hung up on writer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1403058 **Cus Ident** 734781 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cinnaminson NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY
Last Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J55X [REDACTED]
Mileage 24482 **Prod Date** 6/7/2004 **Warr Date** 9/16/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/25/2006 16:26:41	Justin Haase	6302

Summary Notes

9/25/2006 16:26:20 Justin Haase 6302

customer called and stated that her SRS light was on. writer advised what SRS malfunction light entailed and advised to have vehicle towed. despite being advised to have vehicle towed, customer will drover vehicle and wi call back if any further assistance is needed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1420642 **Cus Ident** 6926069 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Boca Raton FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 86412 CONCOURS MOTORS, INC. GLENDALE WI
Last Sell Dlr 86412 CONCOURS MOTORS, INC. GLENDALE WI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 2255 **Prod Date** 11/15/2005 **Warr Date** 5/31/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/08/2006 19:07:56	Justin Haase	6302

Summary Notes

10/8/2006 19:07:47 Justin Haase 6302

customer called and stated that her red SRS light was on. writer advised that vehicle be towed for safety reasons customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1620792 **Cus Ident** 8692618 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bethesda MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J26A [REDACTED]
Mileage 5919 **Prod Date** 10/19/2005 **Warr Date** 11/26/2005 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/22/2007 12:00:47	Justin Haase	6302

Summary Notes

2/22/2007 11:59:22 Justin Haase 6302

Customer called and stated that his SRS light was on. Writer advised the details of the SRS light and advised customer not to drive vehicle. Customer declined tow and will drive the vehicle into the closest dealer on his own

Summary Notes

6/21/2007

13:46:40

Paul Harmon

7831

Azalea from dealer phoned CAC about above customer concerns. Azalea advised that the vehicle had clear floor mats from the dealers detail shop at the time of original retail sale. Azalea advised customer that they will provide a set of the same floor mats. Azalea advised that customer feels that they were custom ordered floor mats and not the ones from the detail shop. Azalea reviewed with Sales rep and parts department and determined that customer had been provided with the detail shop clear floor mats and that is what they are willing to provide.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1893645 **Cus Ident** 30183053 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bloomsburg PA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 67227 MOTORWORLD WILKES-BARRE PA
Sell Dlr 67227 MOTORWORLD WILKES-BARRE PA
Last Sell Dlr 67227 MOTORWORLD WILKES-BARRE PA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]
Mileage 38198 **Prod Date** 5/14/2004 **Warr Date** 6/9/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	08/15/2007 13:26:29	Justin Haase	6302
	Excessive Wait for Appointment	08/15/2007 13:26:29	Justin Haase	6302
	Overall Dissatisfaction with Service	08/15/2007 13:26:29	Justin Haase	6302
	Excessive Wait for Vehicle Repair	08/15/2007 13:26:29	Justin Haase	6302

Summary Notes

8/15/2007 13:25:42 Justin Haase 6302

Customer [REDACTED] phoned the CAC to voice his concern with the service department of his dealer.

Customer claimed that since he took delivery of his vehicle, it has been in the dealer for a total of 2 1/2 months, including but not limited to one month for an airbag/srs malfunction and maintenance service (which was not completed after said time frame), and 17 weeks for a clogged fuel filter. Customer advised writer that he is very happy with his vehicle and will most likely purchase it off of lease however his negative experiences with the dealership have affected his view of the brand, and he will most likely not buy another MB vehicle.

Customer did not have any request of writer other than to document his concerns.

Writer apologized for customers experience and advised that customers concerns would be documented appropriately. Writer advised customer to speak with the SM Jeff C.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 898862 **Cus Ident** 14571365 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Deerfield IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL
Last Sell Dlr 45106 MERCEDES-BENZ OF PROGRE. O'FALLON MO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 2055 **Prod Date** 11/16/2004 **Warr Date** 1/3/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	06/30/2005 14:31:09	Vinicio Ortiz	6336

Summary Notes

6/30/2005 14:31:01 Vinicio Ortiz 6336

client called into roadside because his SRS light was on in his vehicle .Writer explained the possible danger and offered to have the vehicle towed. Client declined and stated that he would drive the vehicle as is.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 904764 **Cus Ident** 28372483 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pomona CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 1601 **Prod Date** 2/11/2005 **Warr Date** 5/10/2005 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/16/2005 19:41:44	Vinicio Ortiz	6336

Summary Notes

7/16/2005 19:41:37 Vinicio Ortiz 6336

Client has SRS light on in the vehicle. Advised the client of the possible dangers but the client stated he would drive the vehicle as is and bring it to the dealership on Monday

Summary Note Information

Mercedes Benz of U.S.A

Note ID 904766 **Cus Ident** 27319208 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address

Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 500 **Prod Date** 3/2/2005 **Warr Date** 4/22/2005 **Model** CLS500i 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/16/2005 19:48:32	Vinicio Ortiz	6336

Summary Notes

7/16/2005 19:48:27 Vinicio Ortiz 6336

Client has the SRS light on in the vehicle. Writer has advised the client of the possible dangers. Client has decided to drive the vehicle as is and stated he would bring the vehicle in on Monday

Summary Note Information

Mercedes Benz of U.S.A

Note ID 932035 **Cus Ident** 26033703 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tacoma WA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA
Last Sell Dlr 84100 MERCEDES-BENZ OF TACOMA FIFE WA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 1166 **Prod Date** 7/27/2004 **Warr Date** 10/9/2004 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/24/2005 21:24:29	Vinicio Ortiz	6336

Summary Notes

9/24/2005 21:24:23 Vinicio Ortiz 6336

Clients SRS light is on in the vehicle , writer explained the possible dangers and offered to have the vehicle towed. Client stated that he didn't live too far from the dealership and would drive the vehicle as is to the dealership on Monday

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1579964 **Cus Ident** 26362954 **Legal** **Note Type** Roadside Assistance
Customer Ead Leasing Company
Address [REDACTED]

Cortland OH [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 62106 MERCEDES-BENZ OF BEDFORD BEDFORD OH

Last Sell Dlr 62106 MERCEDES-BENZ OF BEDFORD BEDFORD OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J95X [REDACTED]
Mileage 15000 **Prod Date** 3/3/2005 **Warr Date** 4/7/2005 **Model** E500W4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/30/2007 18:39:43	Vinicio Ortiz	6336

Summary Notes

1/30/2007 18:39:37 Vinicio Ortiz 6336

Client called stating that his SRS light was on in his vehicle. Writer explained the possible consequences and offered to have the vehicle towed. The client refused stating he would drive the vehicle as is and would call the dealership in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1650524 **Cus Ident** 26254695 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Last Sell Dlr 33102 PRIME MOTOR CARS SCARBOROUGH ME

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82JX5X [REDACTED]
Mileage 20000 **Prod Date** 10/28/2004 **Warr Date** 11/24/2004 **Model** E320W4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/07/2007 16:14:21	Vinicio Ortiz	6336

Summary Notes

3/7/2007 16:14:15 Vinicio Ortiz 6336

Client called stating that her SRS light was on in the vehicle . writer explained the possible consequences and offered to have the vehicle towed. Client refused stating that she would drive the vehicle as is and possibly have the vehicle towed in the morning

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926765 **Cus Ident** 32483997 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

BOONTON

NJ [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 51113

MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dlr 51113

MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110871X [REDACTED]

World Vin: WDBUF87J76X [REDACTED]

Mileage

10

Prod Date 3/2/2005

Warr Date 7/23/2005

Model E350W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/10/2005 16:55:42	Vicki Jackson	6331
Seat Belts	Seat Belts	09/10/2005 16:55:46	Vicki Jackson	6331

Summary Notes

9/10/2005 16:55:35 Vicki Jackson 6331

Spoke to customer, his srs light was on. Advised customer of safety issues. Recommended a tow. Customer declined. Customer said why did this have to happen on the week-end? Thank you and good-bye.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1485147 **Cus Ident** 7791179 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Dumfries VA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 13000 **Prod Date** 3/8/2005 **Warr Date** 7/15/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/24/2006 14:59:09	Vicki Jackson	6331

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/24/2006 15:12:45	Vicki Jackson	6331
Seat Belts	Seat Belts	11/24/2006 15:12:49	Vicki Jackson	6331

Summary Notes

11/24/2006 14:59:09 Vicki Jackson 6331

Roadside - Other [See Roadside Ticket ID: 3037004]

11/24/2006 15:12:36 Vicki Jackson 6331

Spoke to customer, his srs light came on. Suggested customer have vehicle towed. Advised customer of safety issues. Customer declined tow. Conference Brian from World Wide Motors and he explained to customer the liability issues. Customer was about 65 miles from dealership. Customer will take vehicle back to dealership when he goes back to VA.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2783271 **Cus Ident** 8877749 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stockton CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05138 MERCEDES-BENZ OF EL DORA EL DORADO HIL CA
Last Sell Dlr 05138 MERCEDES-BENZ OF EL DORA EL DORADO HIL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J96X [REDACTED]
Mileage 19063 **Prod Date** 3/29/2006 **Warr Date** 8/30/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	09/07/2008 18:45:37	Vicki Jackson	6331

Summary Notes

9/7/2008 18:45:26 Vicki Jackson 6331
 Primary Phone: [REDACTED]
 Current Mileage: 19063
 Dealer(s) involved: N/A

Situation: Writer spoke to customer. Customer's SRS light is on.

Action Taken: Writer explained to customer that this is a issue that MB takes seriously. Writer offered a tow. Customer declined. Customer asked me for the name, address & phone number for the Sioux Falls, SD dealership and she will call them in the morning.

9/7/2008 18:45:27 Vicki Jackson 6331
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3137485 **Cus Ident** 42797812 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bronx

NY [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X96A [REDACTED]
Mileage 20957 **Prod Date** 4/10/2006 **Warr Date** 11/3/2006 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/30/2009 17:33:44	Vicki Jackson	6331

Summary Notes

4/30/2009 17:33:31 Vicki Jackson 6331

Primary Phone: [REDACTED]
 Current Mileage: 20957
 Dealer(s) involved: N/A

Situation: Writer spoke to customer. Customer's SRS light is on stating he should visit workshop.

Action Taken: Writer explained to customer what SRS meant and advised him we consider this is a safety issue. Writer offered a tow. Customer wanted to know if the tow was covered. Writer advised customer that the dealership determines if this is a warranty issue or not. Customer will drive vehicle to MB of Manhattan.

4/30/2009 17:33:47 Vicki Jackson 6331

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3251041 **Cus Ident** 45621884 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bronx NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 12101 MERCEDES-BENZ OF WILMING WILMINGTON DE

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 73288 **Prod Date** 12/8/2004 **Warr Date** 2/8/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/16/2009 18:44:54	Vicki Jackson	6331

Summary Notes

7/16/2009 18:44:44 Vicki Jackson 6331
 Primary Phone: (917) 703 - 0261
 Current Mileage: 73288
 Dealer(s) involved: N/A

Situation: Writer spoke to customer. Customers ABS & SRS lights came on and he is having problems turning the steering wheel.

Action Taken: Writer advised customer to have the vehicle towed. Customer declined.

7/16/2009 18:44:56 Vicki Jackson 6331

No Escalation Required

Summary Notes

10/12/2009 13:04:07 Raynell Daniels 7824

Writer spoke with [REDACTED] in regard to the above and he reiterated his concerns.

Additionally, [REDACTED] stated "I spoke with my SA AI and he told me that the repairs would be at my expense. However, I would like to know if I could get some assistance with the repairs. I have the car in my possession, but I would like some help to get it repaired."

Writer advised [REDACTED] that writer would look into this matter and would follow up with him.

10/12/2009 16:35:34 Raynell Daniels 7824

Writer contacted the dealership and left a VM for the SD Tim M. requesting a call back.

10/12/2009 18:51:17 Raynell Daniels 7824

Self reminder Date: 10/13/2009 time: 10:00 AM EST

10/13/2009 12:53:01 Raynell Daniels 7824

Writer contacted the dealership and left a VM for the SM Tim M. requesting a call back.

10/14/2009 11:37:13 Raynell Daniels 7824

sent to the SM/SPOM:

Good Afternoon Tim - -

I hope all is well! I received a phone call from a customer by the name of [REDACTED] who is requesting some assistance for a \$785 repair on the "SRS system" I am unsure if you're on vacation, but have attempted to reach you. I advised the customer that I would look into his concerns and would follow up with him. However, I am going on vacation starting today and will not be returning for a week. If you're able to provide me/my colleagues with an update/position. I can assure that it would be greatly appreciated.

Thanks In Advance

Ray

Ray Daniels
Case Manager
Northeastern Region

10/14/2009 14:55:25 Raynell Daniels 7824

Writer spoke with [REDACTED] in regard to the above and explained that writer is yet looking into his concerns and would follow up with him upon writer's return from vacation on the 21st. The customer stated "that's fine with me."

10/14/2009 14:55:46 Raynell Daniels 7824

Additional call required Date: 10/21/2009 time: 10:00 AM EST

10/26/2009 18:00:06 Raynell Daniels 7824

Writer was advised by the SM Tim M. that "I had the opportunity to review the customer's concerns and request for assistance with the repairs. As assistance was extended in May of this past year."

10/26/2009 18:25:00 Raynell Daniels 7824

Writer spoke with [REDACTED] in regard to the above, apologized and explained that MBUSA is unable to extend assistance towards the repairs. (as assistance had been extended back in May of this year)

[REDACTED] stated "I can't believe this" and hung up on writer.

10/26/2009 18:25:46 Raynell Daniels 7824

No Further Action

Summary note r/wed By: Raynell Daniels on: 10/26/2009 : 18:25:44

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3398967 **Cus Ident** 12282495 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mcallen TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 75152 CARDENAS METROPLEX HARLINGEN TX
Sell Dlr 75104 CARDENAS AUTOPLEX, INC. HARLINGEN TX
Last Sell Dlr 75104 CARDENAS AUTOPLEX, INC. HARLINGEN TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J46A [REDACTED]
Mileage 43000 **Prod Date** 5/6/2006 **Warr Date** 6/16/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	10/12/2009 11:17:01	Romy Parekh	7832

Summary Notes

10/10/2009 13:00:39 Vicki Jackson 6331

What did the customer Say? Customer is disgusted because he has issues with his vehicle and this is the third time he has been turned down for a loaner. The next loaner will be available on October 21st. Customers SRS light is on. Customer went to dealership in Houston and was told that the SRS function needs wire repair which would take about 4-5 hours to repair. Customer could not wait in Houston for that length of time but customer was offered a loaner car and he didn't even purchase the vehicle there. Also on his instrument cluster he has dotted lines at the bottom. Customer claims he called Mr. Idler at 10:17 a.m. 11:25 a.m. and never received a callback. Customer finally spoke to Mr. Steve Idler, Service & Parts Director and complained that he needs work done on his vehicle and can never get a loaner. Customer claims that Mr. Idler advised him that the dealership in Houston is a larger dealership. Customer would like a callback.

What was your response? Writer apologized to customer and advised him that I would forward his complaint to the appropriate department.

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer that I would forward his complaint to the appropriate department and have someone get back in touch with him on Monday, October 12.

Customer's preferred callback date/time (by timezone): 10/12/09 at 11:00 CST.

Customer's preferred callback number: [REDACTED].

10/10/2009 13:02:13 Vicki Jackson 6331

Call back Date: 10/12/2009 time: 8:00 AM CST

Summary Notes

10/12/2009 11:16:50 Romy Parekh 7832

Writer contacted [REDACTED] on [REDACTED] to discuss.

Customer reiterated concerns, claiming "I can't understand how I can get a loaner car from other dealer(s) - San Antonio and dealers in Houston but not from the dealer I purchased the car from?!"

Writer advised customer that MB dealers are independently owned and operated and have policies regarding submission of loaner/rental vehicles respectively. Writer apologized for customer's frustration, advising his comments will be noted.

Writer also offered to communicate contact to Cardenas Metroplex Dealer Management however unable to guarantee any consideration as mentioned, alternate transportation is handled by dealer(s) at a local-level.

10/12/2009 11:17:38 Romy Parekh 7832

Self reminder Date: 10/12/2009 time: 12:00 PM EST

10/12/2009 11:20:04 Romy Parekh 7832

Writer contacted Cardenas Metroplex and attempted to reach SrvD - Miles I. however he was unavailable.

Writer was transferred and spoke with SrvM - Andy L. to relay above concerns.

SrvM took appropriate information, as he will consult with SrvD - Miles to inquire any alternate transportation availability [rental, shuttle / driver service, etc.]. SrvM advised dealership will contact customer directly to further discuss [writer provided contact: (956) 802-5239 as needed.

Writer noted accordingly.

10/12/2009 11:23:26 Romy Parekh 7832

Writer contacted customer on [REDACTED] to follow-up regarding the above conversation writer had with SrvM - Andy [as SrvD - Miles was unavailable].

Customer appreciated assistance and follow-up, as he will await contact from dealership to further discuss [understanding this matter has to be addressed with dealership directly].

Both parties thanked one another and disconnected call.

10/12/2009 11:23:35 Romy Parekh 7832

NTMT

Summary note rvwd By: Romy Parekh on: 10/12/2009 : 11:23:33

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1649904 **Cus Ident** 8692618 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bethesda MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51114 RAY CATENA OF UNION LLC UNION NJ
Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J26A [REDACTED]
Mileage 9797 **Prod Date** 10/19/2005 **Warr Date** 11/26/2005 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	03/07/2007 10:58:19	Susan Cunningham	7815

Summary Notes

3/7/2007 10:58:02 Susan Cunningham 7815
[REDACTED] called CAC to compliment excellent service received from dealer service advisor, Jamie Chick.
Customer claims SRS light had come on, and dealer provided a ride back to his family.
[REDACTED] advised dealer personnel were very professional and provided excellent customer service.
Writer thanked customer for taking time to call and will forward information to dealer management on his behalf.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1908619 **Cus Ident** 26045036 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

East Greenwich RI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 71100 INSKIP AUTOCENTER WARWICK RI
Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI
Last Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X86A [REDACTED]
Mileage 48692 **Prod Date** 1/14/2005 **Warr Date** 2/17/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/27/2007 09:17:16	Susan Cunningham	7815

Summary Notes

8/27/2007 09:17:05 Susan Cunningham 7815

corres.# 330217 - email:

i own an '06 cls55 AMG model that has had extensive history of repair as well as breakdowns of at least 3 times maybe 4 requiring towing and one overnight out of town stay. things continue to breakdown on my car. i am worried that after spending \$100,000 for this car that my 50,000 mile warranty coverage is close to its termination and i will be left without protection from costly repair. my confidence in this car is somewhat weakened. i love ME product, as a matter of fact i am looking to purchase new for my wife, a Mercedes model. would you please consider reviewing my car history and offer an extension to my warrantee? i just don't think that the build quality of this particular car i own was up to your high standards. to put it bluntly, i great trepidation toward the future. i thank you for your consideration, [REDACTED]

8/28/2007 12:24:05 Susan Cunningham 7815

Writer contacted customer and discussed all of his concerns.
 Writer will email Jim McIntosh information for review.

Summary Notes

9/4/2007 09:07:10 Susan Cunningham 7815

Below email from J. McIntosh dated 8/28/07 to dealer:

Hi Mike,

Please review the customer service file and let me know your thoughts on offering a goodwill 1yr/100K ELW. Is that warranted based on the the problems [REDACTED] has experienced?

Thanks!

Jim McIntosh

Service and Parts Operations Manager

Northeast Region

Boston Service Mkt 11

Voice mail; 800-225-6262x7132#

Fax; 603-673-8226

9/14/2007 12:48:08 Susan Cunningham 7815

Writer was copied on email below:

Hi Jim,

I have reviewed [REDACTED] history. He has had numerous concerns related to the SRS system, various wiring issues and the air suspension system. He has been a loyal maintenance client and was converted over from a BMW. Therefore I feel it would be in the best interest of all concerned that a goodwill gesture in the form of an ELW would be appropriate.

Thanks,

Mike

10/5/2007 12:36:31 Susan Cunningham 7815

See Sum Note 1938091-customer provided goodwill ELW per SPOM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2047196 **Cus Ident** 33359755 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Aurora CO [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 08512 MURRAY MOTOR IMPORTS CO DENVER CO
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 10642 **Prod Date** 3/28/2006 **Warr Date** 7/16/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issu	3rd Party Complaint	12/10/2007 18:17:45	Susan Cunningham	7815

Summary Notes

12/10/2007 18:17:25 Susan Cunningham 7815

340146

Comments: I leased a 2006 E350, on the summer of 2006. Unfortunately , I was involved in an accident Nov 2006. Ever since I got the car back (four months), I've had numerous electrical trouble with the car. The dealerships I have visited have been very helpful, but they yet to find the problems with the lights. During the last visit, they pointed out that the hood's paint is fading, or "dry". I truly believe that the repair shop (Y&S Body Shop) , the authorized repair shop for Mercedes of South Bay (Torrance, California) , must of missed something during the repair. And now to find out that the paint of the hood is fading, come on!!!. This is my second mercedes, and the run-around I have received from the dealerships, insurance, body shops, has really ruined my latest experience with the car. With front end frame damage , it would of been so much easier if the car would of been replaced. I would like to speak to someone regarding this matter, but someone who can actually do something in a different direction.

12/18/2007 09:32:09 Theresa Mc Carthy 4601

[REDACTED] called the CAC in reference to the letter he sent. He claims the vehicle was in an accident and has not been properly repaired. He stated he wants to know what his options are in reference to getting out of the lease. He claims the vehicle has a number of electrical issues and claims he was advised by Murray Motors in Denver the hood looks like it was painted by a short person and is fading. He claims the dealer advised him they may have to take the vehicle apart to repair the electrical issues and if issues are related to the accident it would be an insurance issue.

Writer advised customer his concerns would be documented and damage due to the accident would be an insurance issue. Writer suggested he speak with the sales manager at the dealership in reference to trading vehicle early.

Summary Notes

12/18/2007 17:10:37 Susan Cunningham 7815

Dear [REDACTED]:

Thank you for your recent email inquiry and we regret any inconvenience you may have experienced with your 2006 E350.

We understand you have been in contact with a representative at the Mercedes-Benz Customer Assistance Center today to have your concerns addressed. If you should have future inquiries, please feel free to call our Customer Assistance Center for assistance.

The opportunity to respond is appreciated.

Sincerely,

Susan C.
Mercedes-Benz USA

12/19/2007 16:50:43 Jennifer Burton 7843

Customer phoned CAC requesting letter be sent regarding why airbags did not deploy. Please refer to previous sum note.

1/14/2008 17:47:13 Linda Tognetti 6268

Frank Berenz sent letter dated January 14, 2008, to Juan Moreno.

"...my client's representative's inspection of your above referenced vehicle revealed that its Supplemental Restraint System was in proper operating conditioN. The inspection further revealed accident damage consistel with an impact generating a frontal deceleration rate below the system's air bag deployment threshold. Thus, the air bag system operated properly and in accordance with its design in not deploying in the accident sustained by the vehicle...."

Letter sent to Doculogic for imaging.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3157235 **Cus Ident** 2244976 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Union City CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05157 FLETCHER JONES MOTORCAR FREMONT CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J35A [REDACTED]
Mileage 22740 **Prod Date** 12/20/2004 **Warr Date** 2/21/2005 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/13/2009 15:58:13	Susan Cunningham	7815
Internet	Internet Inquiry	05/13/2009 15:58:05	Susan Cunningham	7815
Advocating for Customer	Vehicle - Advocated	07/02/2009 21:01:07	Susan Cunningham	7815

Summary Notes

5/13/2009 15:57:56 Susan Cunningham 7815

First Name: [REDACTED]
Last Name: [REDACTED]
Suffix:
Address: [REDACTED]
City: Union City
State: CA
Zip Code: [REDACTED]
Email Address: [REDACTED]
Primary Phone: [REDACTED] 5
Primary Phone Type: Home
Primary Phone Best Time: AM
Secondary Phone:
Secondary Phone Type:
Secondary Phone Best Time:
Vehicle Information:
VIN: WDBUF76J35A [REDACTED]

Comments:

To Whom It May Concern: I currently own a 2005 Mercedes Benz E55 AMG (VIN# WDBUF76J35A [REDACTED]) whose 4yr./50K warranty just expired in late February this year. The car currently has approx. 25.5K miles. Early April (shortly after Service B) or a little over a month after the warranty expired, the SRS light went on. On 4/23/09 I brought it in again to Fletcher Jones of Fremont in Fremont, CA, to have it repaired. During that repair, the technician also found my S/C belt was cracked. As a result, the total repair came out to be \$920.77 (\$715 for the SRS repair; and \$205.77 for S/C belt repair). All of these should've been covered by the 4yr/50K warranty if these happened about 1 month earlier. As a long-time mercedes owner (this is my 3rd AMG), I kindly request your generous and good-faith consideration to have the above repair covered by the 4yr/50K warranty. With that, I thank you for your prompt attention to this matter and I'm looking forward to hearing from you soon.

5/13/2009 15:58:17 Susan Cunningham 7815

No Escalation Required

5/13/2009 16:03:58 Susan Cunningham 7815

Writer left message with Dave, SD, for call back.

5/14/2009 12:11:33 NETSTAR

Name : Dave Biasatti (Service Manager)
Phone : 510-279-2432

Post Warranty / Good Will Offer
Offer Made (Expiration Date : 05/14/2009)
Accepted

Reviewed with Customer
Yes (By Phone) (Review Date : 05/14/2009 00:00:00)

Customer Expectations
Met

Summary Notes

5/14/2009 14:14:11 Susan Cunningham 7815

Writer received voicemail from Dave. He advised they contacted the customer and offered to reimburse him \$715.01 (approx. 80% of total bill)

Dear [REDACTED]:

Thank you for your recent email and we apologize for any inconvenience you may have experienced with the recent repairs to your E55.

On your behalf, we contacted the Service Director, Dave Biasatti, regarding your request. We understand you were contacted by the dealer to review your issues and that you were offered reimbursement of \$715.01 for the SRS light, for this post-warranty repair, as a gesture of good faith.

[REDACTED], we greatly appreciate your patronage of our brand and the opportunity to review this matter. Please accept our best wishes for many years of safe and enjoyable driving.

Sincerely,

Susan C.
Mercedes-Benz USA
1-800-367-6372, 7815 for the airbag light as PWA good will.
The drive belt is customer pay as it is more of a "wear" item.

5/15/2009 13:44:29 Susan Cunningham 7815

Thank you very much for prompt assistance.

Yes, Mohammed Firoz has contacted me regarding this.

I really appreciate your good-faith gesture and can't say anything more other than thumbs up for great customer service.

I will surely continue to be a loyal Mercedes owner (in fact, I'm considering buying a GL right now).

Once again, thanks.

[REDACTED]

Dear [REDACTED]

Thank you for your reply.
As a valued Mercedes-Benz customer, it has been our pleasure to assist you.

Sincerely,

Susan C.
Mercedes-BenzUSA

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3339917 **Cus Ident** 30669647 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 47181 **Prod Date** 11/3/2004 **Warr Date** 12/28/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/12/2009 19:41:17	Susan Cunningham	7815
	High Cost of Repairs	11/12/2009 19:41:17	Susan Cunningham	7815
	Overall Dissatisfaction with Quality	11/12/2009 19:41:17	Susan Cunningham	7815
Warranty	Post Warranty Consideration Request	08/31/2009 16:05:30	Susan Cunningham	7815

Summary Notes

8/31/2009 16:05:21 Susan Cunningham 7815
corres. 394674-Letter from [REDACTED] requesting PWA for repair/replacement of the motor for the steering column malfunction.
Customer claims cost of part/labor is \$1200 and expressed disappointment with vehicle quality.
Customer claims vehicle is just out of warranty and hopes MB will stand behind its product and offer assistance.

8/31/2009 16:05:32 Susan Cunningham 7815
No Escalation Required

8/31/2009 16:08:04 Susan Cunningham 7815
Writer left message with SM, Mark.

9/1/2009 14:08:23 Susan Cunningham 7815
Writer spoke with Mark at Beshoff. He claims the customer has had some warranty work performed but minimal customer pay and doesn't service her vehicle at the dealer.
He noted she was given goodwill toward repair of the sun visor.
He stated there was no notation of vehicle being brought in for this \$1200 estimate.
He offered to call customer for information and that it may be possible to offer a small discount.
Writer advised that she would contact customer first to acknowledge the letter and check to see where the vehicle was taken, then let Mark know so he could follow up.
Writer called and left message on cell [REDACTED] 5 for return call.
Note, writer first called the cell number on the letter [REDACTED] and reached customer's father. He believed the car was taken to Beshoff but suggested it be confirmed with his daughter.

Summary Notes

9/1/2009 14:27:43 Susan Cunningham 7815

██████████ returned writer's call.

She confirmed that the SF, AI, provided the estimate and that she has her vehicle serviced by Beshoff.

Writer advised customer that PWA consideration is handled by the SM, on case by case basis and that she would have Mark contact her on her cell to further discuss this matter.

Writer called Mark and advised him accordingly.

9/1/2009 21:45:54 Susan Cunningham 7815

Writer received voicemail message from Mark, SM. He spoke with ██████████ and confirmed quotation of \$1500 less discount for total of \$1300.

He stated that customer declined his offer as she found an after market company to perform repair at cost of \$30

11/12/2009 19:41:04 Susan Cunningham 7815

corres. 401210-Letter from ██████████ to MBUSA expressing disappointment with vehicle quality.

She claims she was so pleased with the E-Class after trading in her 2006 C230 for it, but now is disappointed with the many repairs so soon after warranty expiration.

She claims the SRS malfunction light came on and had to bring car to the workshop. she states she spoke with Beshoff Motorcars and was informed there are no recalls. A diagnostic was performed and determined it is not a simple sensor malfunction but the computer had disabled the airbag function.

She goes on to state this is a safety issue and not simple wear and tear...much more serious issue.

She states her expectation from MBUSA is that the airbag functionality will last the lifetime of the car and not be faulty at 4 and 1/2 hrs.

She states in 1 and 1/2 yr of ownership, she had to replace the visor and during Service D, the dealer neglected to add PS fluid and she had to go back. Also, she states she was given a quote for a steering column repair by the dealer of \$1400. (see above notes, customer went to and ISP for that repair).

She requests MB resolve matter with upcoming SRS repair, as the poor quality has diminished her enjoyment and may affect her consideration of another MB in the future.

Writer will email letter to AOM and call the dealer.

11/13/2009 19:17:57 Susan Cunningham 7815

Writer spoke with Mark Peachy. He advised they have not seen customer since August and suggested she bring vehicle in for inspection. she would be charged \$160 for diagnosis, and unfortunately, they would not be able to offer any PWA to this customer as she does not regularly service the vehicle at the dealer and declined the last offer.

11/17/2009 14:58:21 Susan Cunningham 7815

Writer called ██████████. She claims a licensed MB mechanic determined that the computer "disabled" the SRS system and it is not a sensor issue.

She insisted this is a serious safety issue and repair should be covered under warranty.

Writer reiterated the manufacturer's warranty coverage to the customer but she insisted that this is a safety matter

██████████ claims she was only offered 10% off the last repair and feels she should be given more consideration under these circumstances

she stated that she does not want to pay another diagnostic fee and requires that she be given PWA prior to bringing in the vehicle to the dealer for diagnosis/estimate.

Writer advised she would reach out to the dealer on her behalf.

Summary Notes

11/17/2009 16:48:44 Susan Cunningham 7815

Writer emailed the SPOM:

Hi Rick:

I'm passing along [REDACTED] letter for your information.

I spoke with Mark Peachy on Friday and he does not feel PWA is warranted. However, since the malfunction is SRS matter, I thought we might be able to offer her something. She is requesting to know if and how much PWA would be considered prior to bringing the car in for diagnosis/repair.

She was disappointed with the 10% offer on the prior repair which she did decline.

She is really fed up with the quality of the car and mentioned possibly trading it in for another model.

Thanks for looking into this and let me know if you need any further information.

Regards,
Susan

11/17/2009 20:04:13 Susan Cunningham 7815

Writer received email from the AOM.

He advised that he spoke with Chris Nelson, the SD, who confirmed the customer has been in once since acquiring vehicle 1.5 yrs ago, other than the goodwill to repair the sun visor. The dealer did offer a 10% discount on the steering column, no offer on the SRS.

If customer pays for a diagnosis, there "May be goodwill" consideration, but until the dealer has an opportunity to inspect the car.

No blanket or open offer for SRS will be given.

If she wants consideration, she has to pay the diagnostic fee.

Writer will contact customer.

11/17/2009 20:42:33 Susan Cunningham 7815

Writer provided the above information to [REDACTED]. She requested writer call the dealer and ask either Mark or Chris to give her a call tomorrow.

Writer inquired if she would like them to call to schedule an appointment. She stated she would just like to talk to one of them.

Writer advised she would contact the dealer on her behalf.

11/17/2009 20:56:11 Susan Cunningham 7815

Writer spoke with Chris who will call her tomorrow. He also stated that he would be willing to waive the diagnostic fee. He also reiterated the information provided by the AOM.

Writer thanked Chris for his assistance.

11/20/2009 16:12:02 Omar Guerra 6230

[REDACTED] has called in to request to speak with the supervisor of ECM (Susan Cunningham). Writer apologized to customer for her experience. Writer offered a call back from Supervisor of ECM. Customer ok. Customer requests a call back before end of business today PST.

11/20/2009 16:13:51 Omar Guerra 6230

Transfer

11/20/2009 18:07:45 Paul Harmon 7831

Writer contacted customer who inquired about conversation mentioned above on the 17th and that she had not heard from anyone.

Writer apologized and offered to have Susan reach out to the dealer again to request a call back again.

Customer thanked writer and expects a call.

11/20/2009 18:25:21 Susan Cunningham 7815

Writer called to speak with the SD, Chris. Lindsay, in service offered to send him an email with the request from the writer as he was away from his office.

Writer provided her with the information requesting he leave writer a vim message that he was able to reach her.

Summary Notes

11/23/2009 12:50:02 Susan Cunningham 7815

Writer received voicemail from SD, Chris confirming he spoke with [REDACTED] on Friday.

He stated that she is considering trading in the car and also wanted to know what the best and worst case was for the repair of the SRS.

He advised he would like her to bring in the vehicle for necessary inspection at her convenience.

She stated that she didn't want to waste his time and will think about her next steps and will advise if she wishes bring in the car

11/25/2009 16:27:54 Paul Harmon 7831

Customer Contacted

Summary note rwwd By: Paul Harmon on: 11/25/2009 : 16:28:24

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924654 **Cus Ident** 24919534 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Las Vegas NV [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV
Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J85A [REDACTED]
Mileage 10310 **Prod Date** 7/16/2004 **Warr Date** 10/23/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	09/05/2005 19:03:50	Donald Acree	7816

Summary Notes

9/5/2005 19:03:26 Donald Acree 7816

Customer stated SRS light was on, CD advised customer to have car towed in to dealership to be checked.
 Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 928543 **Cus Ident** 26201375 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Silver Spring MD [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD
Last Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J05X [REDACTED]
Mileage 2531 **Prod Date** 12/21/2004 **Warr Date** 1/31/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/15/2005 13:38:49	Donald Acree	7816

Summary Notes

9/15/2005 13:37:50 Donald Acree 7816
 SRS light on. Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 953210 **Cus Ident** 29066700 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Plymouth WI [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 86432 ENTERPRISE MOTORCARS, INC APPLETON WI
Last Sell Dlr 86432 ENTERPRISE MOTORCARS, INC APPLETON WI
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J55A [REDACTED]
Mileage 0 **Prod Date** 10/5/2004 **Warr Date** 7/30/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/10/2005 17:17:45	Donald Acree	7816

Summary Notes

11/10/2005 17:17:33 Donald Acree 7816

Customer stated the SRS light was illuminated. CD strongly advised the customer to not drive the car, but, have towed into the dealership for safety precautions. The customer declined tow. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1015803 **Cus Ident** 30972024 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

West Orange NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Last Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J55A [REDACTED]
Mileage 14311 **Prod Date** 10/19/2004 **Warr Date** 11/30/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/27/2005 07:22:59	Donald Acree	7816

Summary Notes

12/27/2005 07:22:41 Donald Acree 7816

Customer stated that the SRS light was on. CD advised the customer to have the car towed into the dealership as opposed to driving it due to safety precautions. Customer declined tow and wanted to be transferred to his dealership. CD contacted ATX to transfer customer. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1081667 **Cus Ident** 16455478 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Holland PA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA
Last Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]
Mileage 5 **Prod Date** 3/4/2005 **Warr Date** 10/19/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/14/2006 15:02:32	Donald Acree	7816

Summary Notes

2/14/2006 15:02:21 Donald Acree 7816

Customer stated the SRS light was on. I advised the customer to have the car towed into the dealership for safe precautions because at this point it can not be determined what is the malfunction. The customer declined tow. DA ext. 7816

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1101103 **Cus Ident** 34197085 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palm Bay FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14113 CONTINENTAL MOTORCARS, IN MELBOURNE FL

Last Sell Dlr 14113 CONTINENTAL MOTORCARS, IN MELBOURNE FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 11356 **Prod Date** 4/1/2005 **Warr Date** 4/27/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/28/2006 17:46:10	Donald Acree	7816

Summary Notes

2/28/2006 17:45:58 Donald Acree 7816

Customer stated the SRS light on. I advised the customer that the light was an indicator that there may be a malfunction in the seat belt or airbag system in the car. I strongly suggested, several times, the car be towed into the dealership for safety precautions. The customer stated she would call her husband and call back. She declined the tow at this time. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1187319 **Cus Ident** 29066700 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Plymouth WI [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 86432 ENTERPRISE MOTORCARS, INC APPLETON WI
Last Sell Dlr 86432 ENTERPRISE MOTORCARS, INC APPLETON WI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J55A [REDACTED]
Mileage 7000 **Prod Date** 10/5/2004 **Warr Date** 7/30/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/29/2006 12:24:28	Donald Acree	7816

Summary Notes

4/29/2006 12:24:20 Donald Acree 7816

Customer stated the SRS light was on again. I advised them to have the car towed into the dealership for safety precautions. The customer stated they would call their dealership and declined the tow. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1287757 **Cus Ident** 16563857 **Legal** **Note Type** Roadside Assistance
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Laguna Niguel CA [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr

Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information	
DBAG Vin 2110561A [Redacted]	World Vin: WDBUF56J16A [Redacted]
Mileage 3000	Prod Date 3/22/2006 Warr Date 4/29/2006 Model E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/07/2006 19:22:31	Donald Acree	7816

Summary Notes

7/7/2006 19:22:14 Donald Acree 7816

Customer stated there was an SRS malfunction warning. I advised the customer that the car should be towed in the dealership for safety precautions. I advised the customer, that in the event of and accident, the airbags may not deploy or they may deploy inadvertently. Customer declined tow at this time and stated she may call back later. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1331896 **Cus Ident** 3208130 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]
 C/O Derm-Buro Inc

Plainview NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY
Last Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 17000 **Prod Date** 12/19/2005 **Warr Date** 1/28/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/06/2006 15:14:35	Donald Acree	7816

Summary Notes

8/6/2006 15:14:24 Donald Acree 7816

Customer stated SRS light is on. I advised the customer that it indicates a malfunction with the airbags and seatbelt in vehicle. Because of this, I advised, it is strongly recommended that the car be towed into the dealership and not driven for safety precautions. The customer declined the tow. He stated he would drive the car to his home and call back. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1720523 **Cus Ident** 26424276 **Legal** **Note Type** Roadside Assistance
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Jacksonville FL [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr

Sell Dlr 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL
Last Sell Dlr 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [Redacted] **World Vin:** WDBUF65J85A [Redacted]
Mileage 32122 **Prod Date** 7/20/2004 **Warr Date** 1/12/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/16/2007 18:02:19	Donald Acree	7816

Summary Notes

4/16/2007 18:02:01 Donald Acree 7816

Customer stated SRS light on. I advised customer due to safety precautions the car should be towed into the dealership. The customer declined tow. DA ext. 7816.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2560716 **Cus Ident** 26876379 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Holmdel NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ
Sell Dlr 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ
Last Sell Dlr 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J15X [REDACTED]
Mileage 41587 **Prod Date** 3/21/2005 **Warr Date** 4/30/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/27/2008 10:12:41	Donald Acree	7816

Summary Notes

3/27/2008 10:12:31 Donald Acree 7816
 Primary Phone: (732) 745 - 8600
 Current Mileage: 41587
 Dealer(s) involved: N/A

Situation: SRS light lit

Action Taken: Writer advised customer car would need to be brought into the dealership as soon as possible. Writer advised customer that due to safety precautions of the airbag or seatbelt not operating properly, the car should be towed into dealership. Customer declined tow at this time and stated he was now driving to the dealership. Customer was transferred back to ATX to contact dealership.

3/27/2008 12:07:40 Rosemary Robinson 7809

Writer acknowledged, the above Sum note regarding the SRS light illuminated. [REDACTED] was advised by the Roadside agent, to have the vehicle towed. Customer declined towing, then stated, he would drive the vehicle to his dealership (Mb of Freehold Nj.)

Writer will forward the information to the servicing dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2709887 **Cus Ident** 4985171 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cocoa FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14141 MERCEDES-BENZ OF MELBOUI MELBOURNE FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J76A [REDACTED]
Mileage 5986 **Prod Date** 5/18/2006 **Warr Date** 12/27/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/22/2008 18:18:53	Donald Acree	7816

Summary Notes

7/22/2008 18:18:42 Donald Acree 7816
 Primary Phone: (815) 777 - 0407
 Current Mileage: 5986
 Dealer(s) involved: N/A

Situation: Customer stated SRS light is and he wanted to know what "visit workshop" means.

Action Taken: Writer advised customer that the SRS light refers to the airbag and seatbelt system in the vehicle and "visit workshop" means it should be brought into the dealership for service. Writer advised customer that due to safety precautions of the airbag malfunctioning, it was strongly suggested to have the vehicle towed as opposed to driven to the dealership. Customer declined tow at this time.

7/22/2008 18:18:43 Donald Acree 7816

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3030664 **Cus Ident** 42380575 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Madison AL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH
Last Sell Dlr 01329 MERCEDES-BENZ OF HUNTSVI HUNTSVILLE AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J65A [REDACTED]
Mileage 46948 **Prod Date** 11/4/2004 **Warr Date** 12/13/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/22/2009 15:35:42	Donald Acree	7816

Summary Notes

2/22/2009 15:35:35 Donald Acree 7816
 Primary Phone: (256) 797 - 2774
 Current Mileage: 46948
 Dealer(s) involved: N/A

Situation: Customer's husband called and advised that the SRS light was lit.

Action Taken: Writer advised customer that the dealership would be in the best position to assist with diagnosing issue. Writer advised customer that due to safety concerns related to the airbag, it was strongly recommended that the vehicle be towed as opposed to driven.

Customer declined tow at this time.

2/22/2009 15:35:36 Donald Acree 7816
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 888851 **Cus Ident** 26097531 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

The Woodlands TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX
Last Sell Dlr 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J15A [REDACTED]
Mileage 8000 **Prod Date** 9/21/2004 **Warr Date** 10/19/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	06/03/2005 10:49:57	CACS0S0	

Summary Notes

6/3/2005 10:49:27 Kristin Kapr

Writer took call from an ATX rep and alerted the customer if the vehicle's SRS light is on the vehicle should be towed. After writer explained the SRS function to the customer [REDACTED] declined the tow stating " I think what am going to do is drive home it is only a short distance and check with my husband. Maybe we will tow it from there." The writer told the customer this would be documented and ended the call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 921705 **Cus Ident** 22074877 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oakton VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Last Sell Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 2040 **Prod Date** 1/20/2005 **Warr Date** 2/27/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/26/2005 18:06:36	CACS0S0	

Summary Notes

8/26/2005 18:06:31 Kristin Kapr
 Customer was transferred to writer from ATX with SRS light on.
 Writer advised customer to have the vehicle towed and the customer declined tow.
 Writer advised customer she would document this and end the call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 947633 **Cus Ident** 29488455 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hudson

NH [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH

Sell Dlr 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH

Last Sell Dlr 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]
Mileage 23 **Prod Date** 11/15/2004 **Warr Date** 10/8/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/04/2005 21:49:27	CACS0S0	

Summary Notes

11/4/2005 21:49:21 Kristin Kapr
 Customer transferred to writer through tele-aid roadside.
 Customer advised her SRS light was in the vehicle.
 Writer strongly advised the customer have the vehicle towed to the dealership.
 The customer requested to know what the SRS light was and how to turn this off.
 The writer advised this would need to be viewed by an authorized dealership to determine this.
 The writer advised the customer she could make the arrangements for the tow.
 The customer declined the tow stating "I will call back I want to think about it."

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 956116 **Cus Ident** 10156442 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL**Sell Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL**Last Sell Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 5578 **Prod Date** 3/1/2005 **Warr Date** 4/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/12/2005 20:23:16	CACS0S0	

Summary Notes

11/12/2005 20:29:26 Kristin Kapr

Customer called RAP advising the SRS light was on in the vehicle.

The writer strongly advised the customer have the vehicle towed to the dealership.

The customer started yelling at the writer about the vehicle and demanding a tow on Monday morning. Customer demanded writer to advise what caused the malfunction in the vehicle.

Writer advised the customer without diagnosis the vehicle at the dealership there is no way the writer would be able to determine over the phone what caused this in the vehicle.

The customer still yelling at the writer demanded a loaner vehicle be brought out to customer.

Customer apologized to customer and advised at this time we can make arrangements for the vehicle to be towed to the dealership. The writer advised the customer would need to speak with the dealership on Monday in regard to a loaner vehicle.

The writer advised the customer we also can not make an appointment for the towing on Monday morning and advised the customer roadside service is offered on a 24 hour emergency basis and there are no scheduling of appointments.

The customer advised she will be keeping the vehicle and speaking with the dealership on Monday morning.

The writer advised all comments and concerns would be documented and forwarded to the appropriate parties.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 961594 **Cus Ident** 25034589 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Silver Spring MD [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA
Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA
Last Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 4102 **Prod Date** 7/13/2004 **Warr Date** 8/31/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/16/2005 19:31:28	CACS0S0	

Summary Notes

11/16/2005 19:31:21 Kristin Kapr

Customer called through Rap Tele-aid inquiring on the SRS light in the vehicle.

The writer strongly advised the customer have the vehicle towed to the dealership.

The customer declined and requested to be connected to the dealership. Customer wanted to confirm a loaner vehicle before allowing vehicle to be towed into the dealership.

Writer advised she would document the customer's comments and concerns and forward them to the appropriate parties.

Writer transferred the call to Concierge representative Olivia and provided Olivia with the MB of San Diego's service department number.

Olivia took the call from writer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 980324 **Cus Ident** 1350308 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Home Phone Location** Residence
Assign Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J35A [REDACTED]
Mileage 4300 **Prod Date** 3/16/2005 **Warr Date** 8/31/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Damaged by Dealer/RAP tech.	11/30/2005 21:45:08	CACS0S0	

Summary Notes

11/30/2005 21:44:50 Kristin Kapr

Customer called the CAC to request his call be documented in the system.

Customer stated "I had called in on Sunday with the SRS light on in the vehicle. I was told I should not drive the vehicle. I didn't drive the vehicle and I had the vehicle towed into the dealership on Monday morning. I just got the vehicle back today and the vehicle is dirty. Besides the vehicle being dirty there are these little raised spots over the exterior of the vehicle. I am going to contact the dealership tomorrow. I just wanted it on record that I called."

The writer advised the customer all comments and concerns would be documented and forwarded to the appropriate parties.

12/5/2005 13:44:08 Kathleen Weller 6387

Client called into roadside assistance stating that his key would not lock or unlock the vehicle. Writer suggested use the other key which seems to work fine.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1045064 **Cus Ident** 29648919 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hollywood CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Last Sell Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 2401 **Prod Date** 6/27/2005 **Warr Date** 10/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/17/2006 17:22:58	CACS0S0	

Summary Notes

1/17/2006 17:22:52 Kristin Kapr

Customer was transferred to the customer through tele-aid rap call.

The customer advised his SRS light was on in the vehicle. The writer advised the customer we would strongly advise to have the vehicle towed.

[REDACTED] became very upset at the writer and demanded to know how long this would take to repair. The writ advised this determination would be made at the dealership. The customer declined the tow and advised he would drive the vehicle to the closest dealership.

Customer advised he wanted the call ended. The writer advised all comments and concerns would be documented and ended the call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1102922 **Cus Ident** 7505202 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oakland CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA
Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA
Last Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]
Mileage 4169 **Prod Date** 11/25/2004 **Warr Date** 2/15/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/01/2006 19:44:54	CACS0S0	

Summary Notes

3/1/2006 19:44:49 Kristin Kapr

Customer called the CAC through tele-aid roadside.

The customer stated "My SRS light is on in the vehicle and I would like to be connected to my dealership."

The writer strongly advised to have the vehicle towed customer declined and stated "I had this same issue a few months ago. The dealership told me that this was fine to drive with and made me an appointment for two weeks later."

The writer advised she could place customer through to a concierge representative to schedule an appointment with the dealership. Customer declined and advised he would call the dealership on his own.

Writer advised she would document the call and forward all comments and concerns to the appropriate parties.

Writer disconnected the tele-aid call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1245956 **Cus Ident** 31087470 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14358 CENTRAL FLORIDA EUROCARS LAKELAND FL
Last Sell Dlr 14358 CENTRAL FLORIDA EUROCARS LAKELAND FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 1 **Prod Date** 1/16/2006 **Warr Date** 2/11/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/08/2006 14:32:54	CACS0S0	

Summary Notes

6/8/2006 14:32:47 Kristin Kapr

Customer called the CAC through RAP tele-aid to advise the SRS light was on.

The writer strongly recommended the vehicle be towed. The customer declined. The writer advised she would document and disconnected the call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1289633 **Cus Ident** 16584197 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miami FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL
Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL
Last Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70JX6A [REDACTED]
Mileage 2378 **Prod Date** 2/21/2006 **Warr Date** 5/4/2006 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/09/2006 18:55:01	CACS0S0	

Summary Notes

7/9/2006 18:54:56 Kristin Kapr

Customer called on Rap tele-aid to advise the SRS light came on in the vehicle.

The writer strongly advised not to drive the vehicle and to have the vehicle towed. The customer declined the tow and stated "Can you diagnosis the problem from you end and forward the information to my dealership so they know what part to order or what they have to look up and I will call and schedule and appointment?"

The writer advised the customer she could not diagnosis what caused the SRS light to come on from this end. The writer advised she would document the customer's comments and concerns and forward to the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1401468 **Cus Ident** 35086855 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose

CA [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dlr

Sell Dlr 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Last Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 18806 **Prod Date** 3/24/2005 **Warr Date** 6/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/24/2006 16:06:24	CACS0S0	

Summary Notes

9/24/2006 16:06:18 Kristin Kapr

Customer called through Rap tele-aid to advise the SRS light is on in the vehicle.

The writer strongly advised the customer have the vehicle towed. The customer declined the towing at this time stating "I will call back later when am finished with my meetings."

The writer advised she would document the call and disconnect from tele-aid.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944877 **Cus Ident** 16794792 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chesterfield MC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO
Last Sell Dlr 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J85X [REDACTED]
Mileage 203011 **Prod Date** 9/1/2004 **Warr Date** 10/12/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/28/2005 18:11:42	Ray Daniels	7824

Summary Notes

10/28/2005 18:11:32 Raynell Daniels 7824

SRS light was on. writer advised customer of the possibilities and he stated the car would be taken to the dlrshp on monday. the customer stated he didnt want to be without a vehicle. DECLINED TOW.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944995 **Cus Ident** 28468916 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oceanside CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Last Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 1298 **Prod Date** 2/11/2005 **Warr Date** 5/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/29/2005 17:39:05	Ray Daniels	7824

Summary Notes

10/29/2005 17:38:58 Raynell Daniels 7824

srs light was on, writer advised customer of possibilities and recommended having the vehicle towed and she stated the vehicle will be taken to the dlrshp on monday. DECLINED TOW

Summary Note Information

Mercedes Benz of U.S.A

Note ID 965719 **Cus Ident** 6419533 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone Neptune NJ [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ
Last Sell Dlr 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 11244 **Prod Date** 9/16/2004 **Warr Date** 3/31/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/19/2005 15:15:55	Ray Daniels	7824

Summary Notes

11/19/2005 15:16:01 Raynell Daniels 7824

srs light was on, cust was advised of the possibilities, but insisted on driving, and stated he would take the vehicle to the dlrshp on tuesday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1041391 **Cus Ident** 10226508 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miramar FL [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Last Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 9000 **Prod Date** 12/21/2004 **Warr Date** 4/4/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/14/2006 18:46:04	Ray Daniels	7824
Customer File Maintenan	Telephone Update	01/25/2006 15:00:11	Katina Clement	6262
	Mileage Update	01/25/2006 15:00:11	Katina Clement	6262

Summary Notes

1/14/2006 18:45:54 Raynell Daniels 7824
 Owner declined tow SRS light on. Mrs. Chipman will call the dealer.

1/25/2006 15:00:03 Katina Clement 6262
 [REDACTED] called CAC states "I dropped vehicle off on Tuesday 1/17/2006 per above notes for SRS."
 Customer alleges "I have left six messages total for Robert SA and the service manager requesting a call regarding the status and have not had any return calls."

Writer apologized for customers experience. Writer advised dealers are independently owned , operated, and responsible for their staff.

Writer advised customer would follow-up with dealer on her behalf.

1/25/2006 15:03:06 Katina Clement 6262
 Writer left message for Phil Kasten SD as SM is out for the rest of the week.

1/26/2006 17:09:43 Katina Clement 6262
 Phil Kasten left message for writer.

1/26/2006 17:12:41 Katina Clement 6262
 Writer left message for Phil requesting call back.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1608860 **Cus Ident** 28947747 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Warren MI [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 75129 Emp Leases - DCFS Trust MBCC
Last Sell Dlr 45106 MERCEDES-BENZ OF PROGRE O'FALLON MO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J16X [REDACTED]
Mileage 15000 **Prod Date** 4/20/2005 **Warr Date** 6/28/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/15/2007 14:22:18	Ray Daniels	7824

Summary Notes

2/15/2007 14:22:10 Raynell Daniels 7824

the customer called and stated her SRS light was on in the vehicle and also claims her radio wouldn't power on. The writer advised the customer of the possibilities of the air deploying or not and recommended a tow. The customer declined and stated she would drive the vehicle to the dealership on her own.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1863035 **Cus Ident** 35820161 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hillsborough CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05157 FLETCHER JONES MOTORCAR FREMONT CA
Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Last Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76JX5A [REDACTED]
Mileage 44016 **Prod Date** 8/26/2004 **Warr Date** 10/14/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	New Vehicle Limited Warranty Inquiry	08/02/2007 17:18:40	Ray Daniels	7824

Summary Notes

8/2/2007 17:17:47 Raynell Daniels 7824

Customer called the CAC to inquire about his NCLW.

The customer claims "I had to replace the right side exhaust but, now I am nervous about the left side going out as well and would like to know if that would be under my warranty."

Writer advised the customer that writer would look into this matter on his behalf.

8/6/2007 12:44:54 Theresa Mc Carthy 4601

Customer called again in reference to replacing the other side of his exhaust. Customer stated he doesn't trust it that it should not have to be replaced on a 2 year old vehicle.

Writer advised customer that if parts were not defective they would not be covered under warranty. Writer suggested customer speak with the service manager at the dealership who would be in the best position to inspect vehicle to determine if parts need to be replaced.

8/8/2007 14:31:47 Susan Cunningham 7815

Writer was assigned Corres.# 329435 - below email:

Comments

I am an owner of multiple Mercedes vehicles, and one of is a 2005 AMG E55(VIN:WDBUF76JX5A [REDACTED]). Last year I took the vehicle in for repairing SRS , and it took as long as 1.5 months to fix the problem. Last month when I was on the freeway in my E55, the right exhausting pipe of the vehicle fell off without any warning. I took my E55 in to Mercedes-Benz Fletcher Jones Motorcars of Fremont for repair , and they replaced the right exhausting pipes. I request my left-end pipes replaced with new ones for several reasons. First, I do not trust the left-end pipes' durability. Second, the car looks odd with two brand new exhausting pipes on the right side and two old ones on the left. Third, I have never heard or seen such ridiculous event (pipe falling off in the midst of freeway), will do no good to Mercedes' reputation. For details about my case, please contact Fletcher Jones Motorcars of Fremont at (510)623-1111

Summary Notes

8/9/2007 12:27:41 Susan Cunningham 7815

Writer contacted SPOM who will look into the warranty repair with dealership and advise writer what should be conveyed to the customer.

8/12/2007 15:44:55 Susan Cunningham 7815

Writer received below email from SPOM, R. Zollman
Susan,

Sorry it's take a day more than I had hoped to respond. But I wasn't able to reach the dealer person who had the most insight to this customer and his issue until today.

Long and Short, the chrome exhaust tip on one side of his car broke off. Very unusual, I nor anyone I spoke to has ever heard of this previously. I'm suspicious that perhaps it had been hit or run into at sometime, weakening the weld, but we can't say. In any event the dealer personnel went to great length to inspect the other chrome tip on the other exhaust, to ensure it was sound and no signs of fatigue or failure were viable. No issue at all was observed with the other side. They correctly advised customer of same and advised that there is no reason to expect a problem from the other piece. Advised [REDACTED] of same.

I see no reason not to support the dealer's efforts to go into detailed explanation and inspection with the customer. I suggest we advise the customer his issue is noted in our system should this turn out to be an issue in the future but also that he has a thirty six month ELW on the car, taking it out several more years.

Also of note, another dealer, 05619 issued a goodwill lease payment to [REDACTED] earlier this year. I think we have been duly attentive to his concerns.

Rick

8/13/2007 11:40:09 Susan Cunningham 7815

Below email sent:

Dear [REDACTED]

Thank you for your recent email.

On your behalf we contacted the Service Department at Fletcher Jones of Fremont who confirmed they inspected the chrome tip on the other exhaust, and determined it was sound with no signs of fatigue or failure. We understand the dealer advised you of their findings and that there is no reason to expect a problem from the part. Please be assured your concern has been duly noted.

In addition, this will confirm you also have a 36 month extended warranty on your vehicle which will expire October 13, 2011 or 100,000 miles (whichever occurs first).

[REDACTED], the opportunity to respond is appreciated.

Sincerely,

Susan C.
Case Manager
Mercedes-Benz USA, LLC

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2806007 **Cus Ident** 2542025 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Concord NC [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J65A [REDACTED]
Mileage 57594 **Prod Date** 7/2/2004 **Warr Date** 7/23/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/24/2008 17:36:32	Maria Vovou	7826

Summary Notes

9/24/2008 17:36:19 Maria Vovou 7826
 Primary Phone: (704) 788 - 9107
 Current Mileage: 57594
 Dealer(s) involved: N/A

Situation: Customer states the SRS light is on, in the driveway.

Action Taken: Writer advised of Safety Issue & to Tow to Dealer. Customer will call back later, for a Tow.

9/24/2008 17:36:20 Maria Vovou 7826

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2847273 **Cus Ident** 26481426 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oxford CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL
Last Sell Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J55X [REDACTED]
Mileage 23967 **Prod Date** 9/21/2004 **Warr Date** 2/23/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/25/2008 13:19:02	Maria Vovou	7826

Summary Notes

10/25/2008 13:18:48 Maria Vovou 7826
 Primary Phone: (917) 881 - 5151
 Current Mileage: 23967
 Dealer(s) involved: N/A

Situation: Customer states the SRS light is on, in the Garage.

Action Taken: Writer advised of Safety Issue & of Tow to Dealer. Customer will call back for the Tow, after he calls the Dealer. Advised of possible charges.

10/25/2008 13:18:49 Maria Vovou 7826
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3238312 **Cus Ident** 45466356 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Columbus OH [REDACTED]
Phone [REDACTED] **Cell** [REDACTED] **Phone Location** Mobile
Assign Dlr 62423 CROWN EUROCARS DUBLIN OH
Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD
Last Sell Dlr 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]
Mileage 30000 **Prod Date** 12/19/2005 **Warr Date** 2/10/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/08/2009 12:56:30	Maria Vovou	7826

Summary Notes

7/8/2009 12:56:19 Maria Vovou 7826
 Primary Phone: (210) 865 - 8160
 Current Mileage: 30000
 Dealer(s) involved: 62423

Situation: Customer states "the SRS Light is on, while I'm driving & I don't know what that means?"

Action Taken: Writer informed customer to pull over to a safe spot & advised of the Safety Issue & of a tow to the Dealer. Customer stated that he was close to a Dealer & will drive there now.

7/8/2009 12:56:32 Maria Vovou 7826

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1137135 **Cus Ident** 12295915 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

San Rafael CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA
Last Sell Dlr 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J66X [REDACTED]
Mileage 5107 **Prod Date** 10/4/2005 **Warr Date** 11/12/2005 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/25/2006 20:28:09	Romy Parekh	7832

Summary Notes

3/25/2006 20:27:59 Romy Parekh 7832

[REDACTED] claimed the SRS light is on, customer claimed to have tried to reset by locking and unlocking, light still on. Writer advised we would have to tow vehicle to dealership, due to safety concerns. Customer declined, stated she will drive vehicle home and then drive vehicle to dealership first thing Monday morning. Writer told to call back if needed

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1232366 **Cus Ident** 29358694 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Woodstock

MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Last Sell Dlr**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 22083 **Prod Date** 6/17/2005 **Warr Date** 9/21/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/30/2006 21:44:25	Romy Parekh	7832

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/30/2006 21:44:13	Romy Parekh	7832

Summary Notes

5/30/2006 21:44:07 Romy Parekh 7832

Customer originally was transferred via Response Center for Navi assistance. In doing so, customer also mentioned that the SRS light is on. Writer advised that this is dealing with airbag system, due to safety concerns we recommend having vehicle towed to dealership. Customer not close to home (about 70 miles), stated he will slowly/safely drive vehicle and if needed, call back. Writer gave name and ext to call back

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1291288 **Cus Ident** 29859884 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Melbourne FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14113 CONTINENTAL MOTORCARS, INC MELBOURNE FL
Last Sell Dlr 17114 RBM OF ATLANTA - NORTH ALPHARETTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 12340 **Prod Date** 2/24/2006 **Warr Date** 5/14/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/10/2006 17:08:21	Romy Parekh	7832

Summary Notes

7/10/2006 17:08:13 Romy Parekh 7832

ATX Response Center transferred call, advising customer has SRS light on-dash. Writer stated due to safety concerns, we would not advise in driving vehicle, we can set up tow to dealership. [REDACTED] declined towed, stated she will see dealership ASAP or call back Roadside when at home to set up tow then. Writer recommended for customer, since choosing to drive vehicle, to drive more caution, customer agreed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1418848 **Cus Ident** 33354661 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Canoga Park CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 3750 **Prod Date** 5/8/2006 **Warr Date** 7/16/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/06/2006 21:59:26	Romy Parekh	7832

Summary Notes

10/6/2006 21:59:16 Romy Parekh 7832

[REDACTED] was transferred from Response Center via Tele-aid, advising the SRS malf is on-dash. Writer told turn vehicle off/seat belt off after pulling over, then lock/unlock, and restart/seat belt on - no luck, malf still on. Writer recommended having vehicle towed to MB dealership (due to safety concerns) - customer declined. Mr. [REDACTED] is close to MB of Beverly Hills, may drive vehicle to dealership, claimed he would call back if needing tow. Writer provided customer with name/ext 7832 when needed

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1425170 **Cus Ident** 2515569 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Duluth GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J06A [REDACTED]
Mileage 3775 **Prod Date** 2/23/2006 **Warr Date** 5/27/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/11/2006 18:45:38	Romy Parekh	7832

Summary Notes

10/11/2006 18:45:30 Romy Parekh 7832

Customer advised the SRS light is on-dash. In attempts to reset, writer told to turn vehicle off, lock/unlock, turn back on - no luck, light still on. Writer advised due to safety concerns, we recommend having vehicle towed to dealership. Customer declined, stated he would drive vehicle to dealer. Writer advised to drive as safe/slow as possible for safety reasons. Writer gave name/ext to call back if needed

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1437557 **Cus Ident** 26501667 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Beaverton OR [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J56A [REDACTED]
Mileage 4951 **Prod Date** 11/29/2005 **Warr Date** 4/10/2006 **Model** E55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/20/2006 23:35:56	Romy Parekh	7832

Summary Notes

10/20/2006 23:35:47 Romy Parekh 7832

[REDACTED] called via Tele-aid Roadside, advising that SRS light on-dash. Writer recommended towing vehicle to dealership, due to safety concerns. Customer declined, stated he would contact and see dealership himself tomorrow. Writer told to call back if needed. Customer advised he is several blocks from home location, writer told to drive safe until having vehicle seen by dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1568651 **Cus Ident** 31224721 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baltimore MD [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD
Last Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 32896 **Prod Date** 3/22/2005 **Warr Date** 5/11/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/23/2007 17:15:38	Romy Parekh	7832

Summary Notes

1/23/2007 17:15:20 Romy Parekh 7832

Customer advised the SRS light is on-dash, writer only recommended towing vehicle due to safety concerns. Customer stated she is several miles from home location and claimed to have an appointment w/dealer on Friday will address this concern then - customer declined. Writer told to call back if needed to set up tow and to drive home safely and slowly.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1716077 **Cus Ident** 31897907 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
 Assign Dlr Katy TX [REDACTED]
Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX
Last Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 13125 **Prod Date** 8/3/2005 **Warr Date** 4/29/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/12/2007 23:32:43	Romy Parekh	7832

Summary Notes

4/12/2007 23:32:35 Romy Parekh 7832

Customer called from Tele-aid Information, advising the SRS light came on-dash. Writer recommended towing vehicle to dealership, due to safety concerns - customer declined. Customer advised he will bring vehicle to dealer himself.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3466635 **Cus Ident** 32057366 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

West Roxbury MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 36120 MERCEDES-BENZ OF WESTWC WESTWOOD MA
Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA
Last Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 45195 **Prod Date** 1/28/2005 **Warr Date** 2/26/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	11/24/2009 17:05:17	Romy Parekh	7832
	Negative Customer Experience	11/24/2009 17:05:12	Romy Parekh	7832

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/24/2009 17:05:31	Romy Parekh	7832
Air Bags	Airbag	11/24/2009 17:05:21	Romy Parekh	7832
Tire	Tire	11/24/2009 17:05:28	Romy Parekh	7832

Summary Notes

11/24/2009 17:05:00 Romy Parekh 7832

*****Dealer SrvD - Tim contacted CAC regarding below*****

Writer received VM on personal extension from SrvD - Tim M. regarding the above customer - [REDACTED] visit to dealer today.

SrvD advised that customer had on prior occasion came to dealership however due to his behavior, dealer had to contact Police Dept.

SrvD advised that customer came into dealership today with complaint of vehicle's SRS light on-dash, alleging safety recall on vehicle however provided a document which was a Dealer Technical Bulletin. SrvD made customer aware DTB's wouldn't entail coverage and since vehicle outside of warranty - diagnosis/repair would be at owner's expense.

SrvD advised, an alternate vehicle concern was with Tire Pressure Monitor System malfunction however customer wanted coverage due to last visit pertaining to similar concerns. SrvD advised that customer came into dealer in August 2009 and dealer determined nail in tire however there wouldn't be any terms of coverage at this time.

SrvD advised there is a service campaign pertaining to 'drip rails' however due to customer's behavior, Dr. Wehb isn't welcome to their facility. SrvD advised that customer was demanding these current concerns be performed no cost however SrvD is declining to service vehicle regarding such complaints.

Writer noted accordingly [writer attempted to return call to SrvD however left message acknowledging receipt of his voicemail].

11/24/2009 17:05:36 Romy Parekh 7832

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 882917 **Cus Ident** 129729 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Monterey Park CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dlr 05646 RUSNAK/ARCADIA ARCADIA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]
Mileage 4295 **Prod Date** 10/5/2004 **Warr Date** 11/29/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	05/18/2005 17:29:05	Jessica Redzia	6206
Vehicle Quality	Overall Dissatisfaction with Quality	05/18/2005 17:28:51	Jessica Redzia	6206
Survey Inquiries	Inbound Call - No Survey	05/18/2005 17:28:46	Jessica Redzia	6206

Summary Notes

5/18/2005 17:28:40 Jessica Redzia 6206

Customer called Survey Dept. and requested to speak with Paul Juron. Writer advised customer that Mr. Juron was not available and inquired if I could assist her.

Customer stated she was dissatisfied with Rusnak (dealer code 05646). Customer alleged that she dropped vehicle off 5/2/05 due to SRS malfunction. Customer claimed that she was informed that parts had to be ordered from Germany and was not given a date when vehicle could be picked up. Customer stated that service advisor went on vacation and she was assigned another service advisor. Customer alleged that alternate service advisor called her yesterday and stated "car was being checked" but still did not inform her when vehicle would be ready. Customer stated that she has a loaner vehicle, but is dissatisfied that vehicle has been in for service for so long, and is fearful that vehicle is "a lemon".

Writer informed customer that her comments would be documented and forwarded to the appropriate parties. Writer informed customer that parts would take longer to come in due to the fact that they had to be shipped from Germany. Writer advised customer to follow up with service manager to expedite the process of getting an estimated date when vehicle would be ready. Customer stated she was unsure if she would speak with him or no. Writer invited customer to call 800# should she require future assistance.

Copy of sum note to TL.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 920090 **Cus Ident** 14696954 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mentone CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Last Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 11525 **Prod Date** 11/22/2004 **Warr Date** 1/29/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	08/23/2005 15:48:35	Jessica Redzia	6206
	Overall Dissatisfaction with Service	08/23/2005 15:48:35	Jessica Redzia	6206
Vehicle Quality	Overall Satisfaction with Quality	08/23/2005 15:48:20	Jessica Redzia	6206
Survey Inquiries	Phone Survey Completed	08/23/2005 15:48:16	Jessica Redzia	6206

Summary Notes

8/23/2005 15:48:08 Jessica Redzia 6206

Customer left a message on ex. 6399 for Survey Dept.
 Writer called customer back at [REDACTED]. Customer stated she was dissatisfied with service at Penske (dealer code 05127) and inquired why she never received a SES.
 Writer checked in DocuLogic and found that we received an IBS from her 3/15/2005. Writer advised customer that we only send out one survey per every six months and that is why she never received an SES. Writer offered to perform phone survey with customer; customer accepted.
 SES Summary: Customer was very dissatisfied with dealer service. Customer stated vehicle was not ready when promised and additional visit was required. Customer was dissatisfied with how warranty paperwork was handled. Customer was very satisfied with vehicle.
 Customer stated she had to take vehicle in due to SRS light. Customer alleged that she stood there for "exactly 17min. and no one even acknowledged [her]". Customer claimed that Pete, former service advisor, made her wait at a service before SRS issue and tried to take a customer that did not have an appointment before her. Customer stated other customer made Pete take her first because she had an appointment. Customer claimed that George her new service advisor, is very helpful and never makes her wait.
 Writer advised customer that her comments would be documented and thanked her for calling. Writer invited customer to call 800# should she require future assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 883668 **Cus Ident** 26348458 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Warner Robins GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 17319 JACKSON AUTOMOTIVE GROU MACON GA
Sell Dlr 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 7570 **Prod Date** 5/19/2004 **Warr Date** 12/31/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	05/19/2005 15:03:05	Patricia Rosado	7837

Summary Notes

5/19/2005 15:02:23 Patricia Rosado 7837

[REDACTED] phoned CAC in regards to oil leak and SRS light.

Customer claims she noticed an oil leak in Feb 05, had the leak repaired at DLR 17319. Customer claims she noticed another leak yesterday.

Writer suggested customer speak with SM at DLR 17319. Writer provided SM's name.

Customer also stated SRS light came on and was repaired at this dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1057992 **Cus Ident** 8794542 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Tempe AZ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 03102 MERCEDES-BENZ OF CHANDLER CHANDLER AZ
Sell Dlr 03102 MERCEDES-BENZ OF CHANDLER CHANDLER AZ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED] .
Mileage 5898 **Prod Date** 1/24/2005 **Warr Date** 6/23/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	01/27/2006 13:47:28	Patricia Rosado	7837

Summary Notes

1/27/2006 13:47:17 Patricia Rosado 7837

Please reference sum note # 991253
 Dave (production manager) at dealer 03102 phoned stating this customer came in for a SRS light and also complained about noise with the SBC system.

Dave stated that he advised the customer that the vehicle is working as designed but customer remains dissatisfied.

Dave stated the customer is requesting to speak with SPOM.

Writer advised Dave that the customer may direct his concerns to the SM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1308208 **Cus Ident** 33337737 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phoenix AZ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 03703 PHOENIX MOTOR COMPANY PHOENIX AZ
Last Sell Dlr 03703 PHOENIX MOTOR COMPANY PHOENIX AZ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J06A [REDACTED]
Mileage 1021 **Prod Date** 5/4/2006 **Warr Date** 6/16/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/21/2006 14:01:15	Patricia Rosado	7837

Summary Notes

7/21/2006 14:01:07 Patricia Rosado 7837

Customer phoned VIA tele-aid stating SRS light is on.

Writer recommended tow and explained SRS light malfunction warning.

Customer declined tow , advising that he is on a trip.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1427865 **Cus Ident** 10811893 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Morristown NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ
Last Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J05X [REDACTED]
Mileage 15000 **Prod Date** 9/16/2004 **Warr Date** 10/27/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	10/13/2006 17:48:13	Patricia Rosado	7837
	Declined Tow - SRS Light On	10/13/2006 17:52:07	Patricia Rosado	7837

Summary Notes

10/13/2006 17:48:13 Patricia Rosado 7837

Roadside - Other [See Roadside Ticket ID: 2988413]

10/13/2006 17:51:57 Patricia Rosado 7837

Customer phoned VIA tele-aid with SRS light on.

Writer advised customer that they should not drive the vehicle and suggested a tow. Writer explained what SRS message meant.

Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1582926 **Cus Ident** 24581335 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Camden NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA
Sell Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA
Last Sell Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112561A [REDACTED] **World Vin:** WDBUH56J16A [REDACTED]
Mileage 18000 **Prod Date** 3/8/2006 **Warr Date** 3/31/2006 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	02/01/2007 18:30:32	Patricia Rosado	7837
	Repeat Visit for Same Issue	02/01/2007 18:30:32	Patricia Rosado	7837
Vehicle Quality	Frequency of Repairs	02/01/2007 18:30:37	Patricia Rosado	7837
	Overall Dissatisfaction with Quality	02/01/2007 18:30:37	Patricia Rosado	7837
Customer at Risk	First Time Customer	02/01/2007 18:30:21	Patricia Rosado	7837

Summary Notes

2/1/2007 18:30:14 Patricia Rosado 7837

██████████ phoned CAC requesting MBUSA trade her out of this vehicle into a GL. Customer claims she wants out as this vehicle because of electrical and other minor issues.

Customer claims she special ordered this vehicle in Dec 2005, took delivery of the vehicle in April 2006. Claims the left headlamp went out while driving home from the dealer. Claims it happened 2 other times (four weeks after first incident and 1 month later after that incident). Customer claims she brought the vehicle back to Philips each time (52 miles each way).

Customer claims the floor vents went out and the center vents had a squealing noise.

Customer claims she also had an Airbag malfunction message. Claims dealer advised that the airbags were defective and may not have deployed if she was involved in an accident.

Customer claims all issues are resolved but she does not feel safe or comfortable driving this vehicle. Customer claims she is a travel agent and does a lot of driving, claims all of these service visits put her out of commission for a day or so.

Customer claims she is a first time owner and would like to be happy and have a vehicle she can enjoy. Customer stated "the dealer is fantastic, I have no complaints about them."

Writer apologized for dissatisfaction and advised customer her concerns and request would be documented and shared with the appropriate party.

Writer suggested the customer contact the SM if she has any further concerns. Customer claims she's spoke with the SM and sales people and they told her to call MBUSA.

NTMT to SPOM & MM.

3/1/2007 14:03:48 Patricia Rosado 7837

Writer spoke with SPOM regarding customer's concerns.

SPOM advised that he has spoken to the Sales and Service Manager. Dealer has communicated to the customer to come into the dealer so they can discuss an offer.

SPOM advised that dealer is still waiting on the customer to come in so they can review and make offer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1600754 **Cus Ident** 26343801 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lake Villa IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ
Last Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 60813 **Prod Date** 11/10/2004 **Warr Date** 12/30/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/12/2007 11:05:32	Patricia Rosado	7837

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/12/2007 11:05:42	Patricia Rosado	7837

Summary Notes

2/12/2007 11:05:19 Patricia Rosado 7837

[REDACTED] phoned CAC requesting PWA. Customer claims the SRS light is on for the second time. Customer claims the same issue occurred about 20000 miles ago.

Customer claims he is a loyal customer and has had multiple issues with the vehicle.

Writer apologized for inconvenience and advised customer to speak with the SM as he is empowered on behalf of MBUSA to make PWA decisions on a case by case basis. Advised that SM's decision is final and upheld by MBUSA.

Summary Notes

10/1/2009 10:52:14 Patricia Rosado 7837

Jackie (SPOM) sent writer email last week advising that Jim Willard will be contacting me in regards to C1A amount that we are splitting with the dealer. Customers concerns being covered 100%. Jim will be in contact with the customer to advise accordingly.

10/1/2009 10:56:13 Patricia Rosado 7837

Writer phoned SrVM as follow-up to above email. Left message requesting call back with C1A amount and will also send email to SrVM and SPOM requesting the same.

10/1/2009 11:16:16 Patricia Rosado 7837

Writer phoned customer as follow-up. He advised that he's been dealing with Kevin (who's fantastic) and he has an appointment scheduled for next Monday. Kevin has made him aware that the Navigation will be covered 100% and he is extremely thankful for this. Advised that he's gone through so much with this car that this offer really means a lot. Customer thanked writer for following up.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 900684 **Cus Ident** 26330500 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
 Assign Dlr
Sell Dlr 08105 GLAUSER WESTMINSTER CO

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]
Mileage 6899 **Prod Date** 8/23/2004 **Warr Date** 12/23/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/06/2005 19:59:34	King Chan	4656

Summary Notes

7/6/2005 19:59:25 King Chan 4656

A roadside call came through Tele Aid and the client stated his SRS light is on. Writer stated to the client that the vehicle is not safe to drive and writer advised client to have vehicle towed to the nearest Mercedes Benz Dealership. Client declined the tow. Client stated that she is only a couple of miles from the Glauser dealership and she stated that she will drive the vehicle there instead of having the vehicle towed. ATX Incident#64781761.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924520 **Cus Ident** 16746358 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oyster Bay NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 1531 **Prod Date** 3/18/2005 **Warr Date** 4/29/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	09/04/2005 10:29:11	Tiana Somoza	4611

Summary Notes

9/4/2005 10:28:49 Tiana Somoza 4611

[REDACTED] called in on teleaid with Srs restraint system malfunction drive to workshop. Writer advised that the restraint system is malfunctioning which means the airbags could or could not deploy if they did or did not need to. Offered to transfer to roadside to be towed. Client declined and stated she would drive the vehicle home and contact the dealer tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 994651 **Cus Ident** 1731073 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Petersburg VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA
Last Sell Dlr 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J36A [REDACTED]
Mileage 1912 **Prod Date** 8/18/2005 **Warr Date** 9/10/2005 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	12/11/2005 10:51:07	Tiana Somoza	4611

Summary Notes

12/11/2005 10:50:44 Tiana Somoza 4611

Above client called in on the teleaid. They were receiving malfunction message stating SRS malfunction drive to workshop. Advised that this is their supplement Restraint system and it verifies operational readiness of the airbag system. Advised the air bag system may or may not be ready to deploy in the event it needed to. advise we strongly recommend having the vehicle towed. Writer advised to the client would be transferring to roadside. Writer spoke to Michele station xM and she took the call and further assisted the client.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1011638 **Cus Ident** 16532726 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Darien CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Last Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J96X [REDACTED]
Mileage 4140 **Prod Date** 1/18/2005 **Warr Date** 5/23/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	12/22/2005 14:50:52	Tiana Somoza	4611

Summary Notes

12/22/2005 14:50:41 Tiana Somoza 4611

[REDACTED] called in on the teleaid stating that her SRS indicator lamp was illuminated passenger air bag off. Advised that when the seat is vacant the light will be illuminated and the air bag is off. She then stated that sometimes when people are seated in the passenger seat the light still is illuminated. Advised that she shou have it checked as soon as possible at an authorized dealer, further advised that the system is malfunctioning an that it should not do that when the seat is occupied by an adult.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1069392 **Cus Ident** 12264861 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Virginia Beach VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA
Last Sell Dlr 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 1 **Prod Date** 1/11/2005 **Warr Date** 8/23/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	02/05/2006 13:13:20	Tiana Somoza	4611

Summary Notes

2/5/2006 13:12:55 Tiana Somoza 4611

[REDACTED] called in stating that his SRS restraint system light was on stating to visit workshop. writer advised that this means his air bag safety system is malfunctioning and could or could not deploy if it did or did not need to., Advised client that we recommend having the vehicle towed. Writer reiterated to client twice. Client declined he did not wish to have the vehicle towed. He stated he will bring to dealership. Writer advised he should bring as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1084707 **Cus Ident** 26504966 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Suwanee GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA
Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA
Last Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 123123 **Prod Date** 9/15/2004 **Warr Date** 3/10/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	02/16/2006 16:07:18	Tiana Somoza	4611
Roadside	Declined Tow - SRS Light On	02/16/2006 16:19:16	Surya Boonphadung	4661

Summary Notes

2/16/2006 16:07:06 Tiana Somoza 4611

[REDACTED] called in on teleaid.. She had the srs restraint system malfunction. Writer advised that we recommend having the vehicle towed since the safety system is malfunctioning. Client stated she would drive it to the dealer. She did not wish to have the vehicle towed. Advised if she decides to she can dial us back on the wrench button

2/16/2006 16:18:56 Surya Boonphadung 4661

Customer called back same concern as above (incident #16191065). Writer again strongly suggest customer have vehicle towed, for safety reasons. customer again declined, however wanted writer to contact dealer on he behalf to let dealer know she's coming and see if they can have a loaner vehicle for her.

Writer spoke with Richard at dealer 17315, and he states he will make the necessary arrangement with Jeff (customer's service advisor). Writer advised customer same.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1188274 **Cus Ident** 7804552 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oak Island NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 59229 BOB KING AUTOHAUS WILMINGTON NC
Last Sell Dlr 59229 BOB KING AUTOHAUS WILMINGTON NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J56A [REDACTED]
Mileage 5948 **Prod Date** 8/4/2005 **Warr Date** 9/15/2005 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	04/30/2006 12:20:37	Tiana Somoza	4611

Summary Notes

4/30/2006 12:20:28 Tiana Somoza 4611

[REDACTED] called in on teleaid stating that is driver air bag was stating that it was deactivated. Writer advised that this means srs safety restraint air bag system is malfunctioning. Further advised we strongly recommend having the vehicle towed due to the fact that the air bag might or might not deploy whether it did or did not need t Client declined and did not want to have the vehicle towed. Writer advised he then should bring the vehicle to the dealer as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1269748 **Cus Ident** 5525207 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Valley Stream NY [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 55110 SILVER STAR MOTORS LONG ISLAND C NY
Last Sell Dlr 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 12000 **Prod Date** 12/5/2005 **Warr Date** 12/31/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	06/25/2006 14:30:52	Tiana Somoza	4611

Summary Notes

6/25/2006 14:30:43 Tiana Somoza 4611

[REDACTED] called in on teleaid stating that he was getting the srs malfunction drive to workshop. Writer advised that we strongly recommend having the vehicle towed. Writer advised that the airbags could or could not deploy they did or did not need to. [REDACTED] declined the tow. He stated he would contact the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1322258 **Cus Ident** 21804427 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Playa Vista CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Last Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 2549 **Prod Date** 10/31/2005 **Warr Date** 12/24/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	07/31/2006 10:46:38	Tiana Somoza	4611

Summary Notes

7/31/2006 10:46:26 Tiana Somoza 4611

[REDACTED] called in on teleaid stating that his SRS airbag light was on . Writer advised that the safety restraint system is malfunctioning and the air bags could or could not deploy if they did or did not need to. Writer advised we strongly recommend having the vehicle towed. The client declined the tow and stated he will take to the dealer for service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1399519 **Cus Ident** 10824029 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

River Edge NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51114 RAY CATENA OF UNION LLC UNION NJ
Last Sell Dlr 51114 RAY CATENA OF UNION LLC UNION NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J96X [REDACTED]
Mileage 1000 **Prod Date** 12/19/2005 **Warr Date** 6/30/2006 **Model** E500W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/22/2006 15:58:09	Tiana Somoza	4611

Summary Notes

9/22/2006 15:57:49 Tiana Somoza 4611

srs air bag light on. Writer advised we strongly recommend having the vehicle towed. Client declined , he stated he would like to be connected to his dealer. Prestige Motors in Paramus, NJ.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 923916 **Cus Ident** 13904599 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hobart IN [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 25103 NAPLETON S AUTO WERKS OF SCHERERVILLE IN
Sell Dlr 25103 NAPLETON S AUTO WERKS OF SCHERERVILLE IN
Last Sell Dlr 25103 NAPLETON S AUTO WERKS OF SCHERERVILLE IN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 51 **Prod Date** 3/7/2005 **Warr Date** 8/15/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/01/2005 20:55:20	Janet Sewell	4684
Dealer Sales	Vehicle Delivered Damaged	09/01/2005 20:55:06	Janet Sewell	4684
Vehicle Quality	Frequency of Repairs	09/01/2005 20:55:44	Janet Sewell	4684
	Overall Dissatisfaction with Quality	09/01/2005 20:55:44	Janet Sewell	4684
Service / Repairs	Vehicle To Dealer Within First 90 Days	09/01/2005 20:55:33	Janet Sewell	4684
Survey Inquiries	Inbound Call - No Survey	09/01/2005 20:54:39	Janet Sewell	4684

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/01/2005 22:22:22	Kathleen Durning	4633

Summary Notes

9/1/2005 20:54:25 Janet Sewell 4684

Cust called survey dept claiming that as soon as he drove his vehicle out of dlr parking lot on day of purchase, th vehicle displayed SRS malfunctions. Cust claimed that he immediately turned around and brought the vehicle back to the dlr. Cust stated that the vehicle has been in the service dept ever since. Cust stated that he will nev purchase another MB vehicle again. Cust stated that now his vehicle is being ripped apart because the service dept is unable to diagnose vehicle. Cust claims he has already spoke with SM. Cust is very upset and stated th his vehicle is a lemon. Writer assured cust that his concerns would be documented.

Writer forwarded sum note to TL for further review or NTMT.

Summary Notes

9/1/2005

22:22:16

Kathleen Durning

4633

Sending this information to dealer and SPOM via NTMT due to warranty history indicating that there was one repair made on 8/29/05 for the front airbag contact -

Customer has expressed his feelings with the SM - customer is dissatisfied with the length of time it took the dealer to correct an issue he feels should never have occurred driving out of the dealership on the day of delivery

FYI

Summary Note Information

Mercedes Benz of U.S.A

Note ID 950316 **Cus Ident** 28940095 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Plano TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75534 EWING AUTOHAUS PLANO TX
Last Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 1 **Prod Date** 4/5/2005 **Warr Date** 6/6/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/08/2005 19:44:50	Dana Brancaccio	7845

Summary Notes

11/8/2005 19:44:28 Dana Brancaccio 7845

Customer called in on Teleaid and stated that SRS light was displaying in instrument cluster. Writer suggested that vehicle should be towed, but customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 991514 **Cus Ident** 26335305 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntington Beach CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 10000 **Prod Date** 9/17/2004 **Warr Date** 12/26/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/08/2005 17:00:19	Dana Brancaccio	7845

Summary Notes

12/8/2005 16:59:52 Dana Brancaccio 7845

Customer called in on Teleaid and stated that SRS light displayed. Writer advised to tow vehicle, but customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1197738 **Cus Ident** 35177660 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone (Marlboro [REDACTED]) **Phone Location** NJ [REDACTED] **Residence**
Assign Dlr
Sell Dlr 51126 **MERCEDES-BENZ OF FREEHOL** **FREEHOLD** **NJ**

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]
Mileage 1 **Prod Date** 3/2/2006 **Warr Date** 4/22/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/06/2006 12:06:50	Dana Brancaccio	7845

Summary Notes

5/6/2006 12:06:39 Dana Brancaccio 7845

Customer dialed in on Teleaid stating that SRS light was displaying. Writer advised there may be a malfunction with the system, therefore we recommend that vehicle is towed. Customer declined the tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1266341 **Cus Ident** 26429122 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Las Vegas NV [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 1947 **Prod Date** 2/18/2005 **Warr Date** 4/9/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/22/2006 16:23:27	Dana Brancaccio	7845

Summary Notes

6/22/2006 16:23:19 Dana Brancaccio 7845

Customer called via Teleaid and stated that the SRS light was displaying. Writer advised to tow vehicle, customer declined. Customer stated that he would drive vehicle to Smythe European in San Jose, CA.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1341355 **Cus Ident** 30931085 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Severna Park MD [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD
Last Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J96A [REDACTED]
Mileage 1 **Prod Date** 5/8/2006 **Warr Date** 7/21/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/12/2006 14:24:25	Dana Brancaccio	7845

Summary Notes

8/12/2006 14:24:18 Dana Brancaccio 7845

Customer called via Teleaid and stated that the SRS light was displaying. Writer advised to tow vehicle. Customer declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1381428 **Cus Ident** 26653999 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fairfield NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J15A [REDACTED]
Mileage 7602 **Prod Date** 7/22/2004 **Warr Date** 8/20/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/09/2006 16:10:40	Dana Brancaccio	7845

Summary Notes

9/9/2006 16:10:26 Dana Brancaccio 7845

Customer called via Teleaid and stated that the SRS light came on. Writer advised to tow vehicle. Customer declined tow and stated that he would bring to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1496991 **Cus Ident** 22248911 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Valley Village CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05721 W. I. SIMONSON, INC. SANTA MONICA CA

Last Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 35000 **Prod Date** 3/30/2005 **Warr Date** 5/6/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/02/2006 13:59:35	Dana Brancaccio	7845

Summary Notes

12/2/2006 13:59:22 Dana Brancaccio 7845

Customer called and stated that the SRS light was displaying. Writer offered a tow, which customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1497147 **Cus Ident** 13030227 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Last Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 39468 **Prod Date** 2/23/2005 **Warr Date** 5/16/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/02/2006 15:36:27	Dana Brancaccio	7845

Summary Notes

12/2/2006 15:36:15 Dana Brancaccio 7845

Customer called on Teleaid and stated that SRS "visit workshop," was displaying. Writer advised to tow vehicle. Customer declined at present time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1607702 **Cus Ident** 30017834 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Edmond OK [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 65101 MERCEDES-BENZ OF OKLAHOI OKLAHOMA CIT OK
Last Sell Dlr 65101 MERCEDES-BENZ OF OKLAHOI OKLAHOMA CIT OK

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED] .
Mileage 67000 **Prod Date** 2/3/2006 **Warr Date** 5/29/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/14/2007 20:36:33	Dana Brancaccio	7845

Summary Notes

2/14/2007 20:36:00 Dana Brancaccio 7845

Customer called on teleaid stating that SRS light was displaying. Writer advised to tow vehicle. Customer declined tow and stated she would take to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1621103 **Cus Ident** 18864081 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Great Falls VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Last Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J96X [REDACTED]
Mileage 26276 **Prod Date** 1/20/2005 **Warr Date** 5/14/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/22/2007 14:50:59	Dana Brancaccio	7845

Summary Notes

2/22/2007 14:50:49 Dana Brancaccio 7845

Customer called in on Teleaid and stated that SRS light was displaying. Writer advised to tow vehicle. Customer declined tow, and stated that he may tow later.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1842845 **Cus Ident** 30660394 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Missouri City TX [REDACTED]
Phone [REDACTED] Home **Phone Location** Residence
Assign Dlr

Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX
Last Sell Dlr 75128 MERCEDES-BENZ OF SUGAR L SUGAR LAND TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 19455 **Prod Date** 3/31/2005 **Warr Date** 5/4/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/21/2007 10:48:10	Dana Brancaccio	7845

Summary Notes

7/21/2007 10:47:41 Dana Brancaccio 7845

Customer called via Teleaid and advised that the SRS light is on in vehicle. Writer advised to tow vehicle. Customer declined and stated that she will take to dealer on Monday.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 2072362 **Cus Ident** 31240849 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stamford CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Last Sell Dlr
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 18797 **Prod Date** 2/21/2006 **Warr Date** 3/30/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/29/2007 14:49:33	Dana Brancaccio	7845

Summary Notes

12/29/2007 14:49:26 Dana Brancaccio 7845

Customer called and stated that the SRS light came on. Writer advised to tow; customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2806072 **Cus Ident** 15829642 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Glenn Dale MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 41802 **Prod Date** 4/26/2005 **Warr Date** 7/23/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/24/2008 18:14:38	Dana Brancaccio	7845

Summary Notes

9/24/2008 18:14:32 Dana Brancaccio 7845
 Primary Phone: (301) 513 - 5400
 Current Mileage: 41802
 Dealer(s) involved: N/A

Situation: [REDACTED] called via Teleaid and advised that there is a message in display " Restraint system malfunction, drive to workshop." Customer claims that his friend put in a car seat in the backseat. He wasn't sur if that message regarded the car seat that was put in.

Action Taken: Writer advised that we recommend that vehicle is towed to dealer, since there could be a possible malfunction with the airbags. Writer explained to customer that we cannot determine if the car seat is causing the message to display, therefore should be taken to dealer. Customer declined tow at present time.

9/24/2008 18:14:33 Dana Brancaccio 7845
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2808398 **Cus Ident** 6626248 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Birmingham AL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL
Last Sell Dlr 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J56A [REDACTED]
Mileage 39821 **Prod Date** 9/12/2005 **Warr Date** 12/7/2005 **Model** E500W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/26/2008 15:13:29	Dana Brancaccio	7845

Summary Notes

9/26/2008 15:13:21 Dana Brancaccio 7845
 Primary Phone: (205) 985 - 9844
 Current Mileage: 39821
 Dealer(s) involved: N/A

Situation: [REDACTED] called via Teleaid and advised that the "SRS malfunction, visit workshop" is in display.

Action Taken: Writer advised customer that we recommended to tow vehicle. Customer declined, and advised that he will take vehicle to dealer next week.

9/26/2008 15:13:22 Dana Brancaccio 7845
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3412673 **Cus Ident** 29185078 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cheektowaga NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY
Sell Dlr 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY
Last Sell Dlr 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 18000 **Prod Date** 8/1/2005 **Warr Date** 8/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	12/08/2009 14:35:30	Patricia Rosado	7837
Tele Aid	Inbound/Outbound Tele-Aid Call	10/19/2009 16:30:18	Dana Brancaccio	7845
Roadside	Jump Start	10/19/2009 16:11:25	Dana Brancaccio	7845
Warranty	Post Warranty Consideration Request	12/08/2009 14:35:20	Patricia Rosado	7837
Advocating for Customer	Customer declined C1A	12/08/2009 14:35:41	Patricia Rosado	7837

Summary Notes

10/19/2009 16:11:25 Dana Brancaccio 7845
 Roadside - Jump Start [See Roadside Ticket ID: 4138838]
 10/19/2009 16:30:19 Dana Brancaccio 7845
 Dispo Code - 2056 Other
 jumpstart
 10/19/2009 17:36:54 Omar Guerra 6230
 Dispo Code - 1034 Client Assistance
 Client Assistance
 10/19/2009 17:58:25 Robin Hoey 4617
 Dispo Code - 2056 Other
 RAP CALL # 5014028

Summary Notes

12/8/2009

14:35:07

Patricia Rosado

7837

Please see SN# 3419411

██████████ sent letter to MBUSA and to Daimler. Letter was forwarded from Daimler to us for handling. Customer states he purchased this vehicle in 2005 as a new 06 model. States they've experienced issues from the beginning such as the oil cap missing and oil spilling onto his garage floor. Now the most recent states he only has 18,000 miles on the vehicle experienced repeated difficulties. States he utilized the tele-aid button for assistance with the vehicle not starting. States same thing happened one day later, the dealer ended up replacing the battery. States then his wife took a road trip about 70 miles away. States vehicle performed fine on the way there, however, on the way home they IC had a message indicating SRS Restraint System Malfunction. States they ended up having the vehicle towed to Buffalo as the dealer was unable to assist because they were too far from them.

States it took four days for the dealer to repair the vehicle and defective part. States his wife had to have a family member come and get them 70 miles away to bring them home as they weren't offered a loaner vehicle. States the warranty just expired one month prior.

States he called headquarters spoke with the President who advised that his complaint was baseless as he received a discount from the dealer and the rest of the amount his expense.

States at least he should have received a loaner and an apology.

Customer would like our comments on this letter.

Customer attached invoice - states dealer replaced EIS and recoded. Customer also attached tow bill \$ 351.86. Writer phoned SrvM (Mike Hopkins). He advised that he provided a discount to the customer, unfortunately nothing further can be done. Advised that he and the dealer owner spoke with the customer as the customer was seeking an explanation as to why the part failed. Advised that they are unable to provide what the customer is seeking as the EIS is an electrical component and unable to determine when a part will fail.

Writer phoned ██████████ and sincerely apologized for dissatisfaction and any inconvenience. Customer stated he's looking for an explanation as to why he needed these repairs. Writer respectfully advised that our SrvM and the owner have spoken to him regarding the recent repair. Unfortunately because the EIS is an electrical component they are unable to advise why the part failed.

Customer stated this is not good enough for him.

Writer sincerely apologized and advised that we can not guarantee that a part will last forever. However, for his inconvenience, I asked if there was something we can do to make him happy. Customer stated he didn't want anything at all. Stated the point is that the battery failed twice and then the third time it was out of warranty and the dealer replaced the EIS and wants to know why.

Writer sincerely apologized and advised that we are unable to provide an explanation as we can not guarantee that a part will never need replacement or that a part last forever.

Writer advised that his dissatisfaction would be duly noted and shared accordingly. Customer stated he's seek legal action.

Writer thanked customer for his time and advised his feelings would be noted.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3549734 **Cus Ident** 37466957 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Houston TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J16A [REDACTED]
Mileage 103050 **Prod Date** 4/24/2006 **Warr Date** 7/22/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/19/2010 15:44:19	Dana Brancaccio	7845
Customer File Maintenanc	Vehicle Relationship Update	01/19/2010 15:44:25	Dana Brancaccio	7845

Summary Notes

1/19/2010 15:44:11 Dana Brancaccio 7845

What did the customer say? [REDACTED] called to update vehicle relationship. Customer was also inquiring about "SRS light" in display.

What was your response? Writer updated Fastracc accordingly. Writer offered a tow to customer; customer declined. Writer advised that vehicle will need to be taken to MB dealer for further inspection, regarding SRS light

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

1/19/2010 15:44:26 Dana Brancaccio 7845

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 881361 **Cus Ident** 26331824 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address

Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 75540 ED HICKS IMPORTS, LTD. CORPUS CHRIS TX
Last Sell Dlr 75540 ED HICKS IMPORTS, LTD. CORPUS CHRIS TX
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 2656 **Prod Date** 11/18/2004 **Warr Date** 12/22/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	05/15/2005 17:10:23	Mark Sluscavage	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/15/2005 17:10:16	Mark Sluscavage	6234

Summary Notes

5/15/2005 17:10:04 Mark Sluscavage 6234
 SRS Light on CUSTOMER DECLINED TOW AT THIS TIME

Summary Note Information

Mercedes Benz of U.S.A

Note ID 884692 **Cus Ident** 27323705 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Charlotte NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 72100 CARLTON MOTORCARS, INC. GREENVILLE SC
Sell Dlr 59301 SKYLAND AUTOMOTIVE, INC. ASHEVILLE NC

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 1100 **Prod Date** 3/22/2005 **Warr Date** 4/25/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	05/23/2005 17:23:10	Mark Sluscavage	6234

Summary Notes

5/23/2005 17:22:31 Mark Sluscavage 6234

[REDACTED] phoned the CAC for RAP because the SRS light on his vehicle came on.

Customer was about 90 miles south of Carlton Motorcars. CCAS arranged a tow, customer will have to pay up front for tow. Customer was concerned about alt. trans. Writer provided a local Enterprise number for customer.

Writer advised customer to speak with the Service Manager at Carlton Motorcars and to submit receipts to the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 900728 **Cus Ident** 11551470 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Woodland Hills CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05703 AUTO STIEGLER, INC. ENCINO CA
Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 7800 **Prod Date** 8/9/2004 **Warr Date** 11/18/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	07/06/2005 21:41:42	Mark Sluscavage	6234
	Overall Dissatisfaction with Quality	07/06/2005 21:41:42	Mark Sluscavage	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/06/2005 21:41:45	Mark Sluscavage	6234

Summary Notes

7/6/2005 21:41:35 Mark Sluscavage 6234

[REDACTED] phoned the CAC alleging "Auto Stiegler just informed me MBUSA is buying back this car due to all of the SRS issues it has had."

Customer claims "since we have owned this car it has given us many, many headaches and I have felt so unsafe driving my grandchildren around in it and due to this SRS issue, it stopped us from going on vacation a few times

Customer claims "because of all the suffering and headaches this has caused us, I would like MBUSA to assist me with the purchase of a new Mercedes-Benz."

Writer advised customer her concerns will be documented.

Customer claimed "I just want a record of this phone call."

Writer advised customer her call would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 933519 **Cus Ident** 6229406 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Thousand Oaks CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA
Sell Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA
Last Sell Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 2800 **Prod Date** 6/20/2005 **Warr Date** 8/7/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/28/2005 16:25:42	Mark Sluscavage	6234
	Declined Tow - SRS Light On	09/28/2005 16:25:42	Mark Sluscavage	6234

Summary Notes

9/28/2005 16:25:28 Mark Sluscavage 6234

[REDACTED] phoned the CAC via teleaid claiming the SRS light came on.

Writer strongly advised customer to have the vehicle towed. Customer declined tow claiming he "is too far away, and cannot wait along the side of the road for a tow truck."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 959844 **Cus Ident** 28464479 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED].

Chicago IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL
Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL
Last Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J55A [REDACTED]
Mileage 0 **Prod Date** 6/30/2004 **Warr Date** 5/28/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/15/2005 16:57:33	Mark Sluscavage	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/15/2005 16:57:24	Mark Sluscavage	6234

Summary Notes

11/15/2005 16:57:11 Mark Sluscavage 6234

[REDACTED] phoned the CAC via teleaid, claiming the SRS light came on.

Writer strongly advised customer to have the vehicle towed to the dealer.

Customer claimed she didn't have time, and would call back later.

11/17/2005 15:50:51 James Blasie 4620

Tom Jurewicz - service manager at 22111 called in he requested notes be entered: he left messages for customer on 11/16 & 11/17 - with request for call back; no return call as yet.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1161593 **Cus Ident** 21739222 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA
Last Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 800 **Prod Date** 12/17/2005 **Warr Date** 3/24/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	04/11/2006 20:38:28	Mark Sluscavage	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/11/2006 20:38:33	Mark Sluscavage	6234

Summary Notes

4/11/2006 20:38:18 Mark Sluscavage 6234

[REDACTED] phoned the CAC claiming, "My CLS is at the dealer because of what I believe is a defective reoccurring problem of the wiring harness that sets the SRS light off."

Customer claimed, "I had a 2006 E350 that had this exact same issue twice. I traded it in for this CLS and now, : 800 miles, this car had the same problem. How do I know this is not going to keep happening over and over aga and what happens to me if it does?"

Writer advised customer MBUSA has confidence that the dealership will resolve issues such as this and that if he has further concerns about a reoccurring issue, or if the issue does come back, customer should address his concerns with the service manager, who may request technical assistance if needed.

Customer claimed , "I am not dissatisfied with the car or the dealership, but I want you to document that both of these cars have had the exact same problem."

Writer advised customer his comments will be noted.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 944949 **Cus Ident** 9262997 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Orinda CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 6263 **Prod Date** 10/14/2004 **Warr Date** 5/30/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/29/2005 12:47:28	Elisa Newman	7852
	Overall Dissatisfaction with Quality	10/29/2005 12:47:28	Elisa Newman	7852
Survey Inquiries	Inbound Call - No Survey	10/29/2005 12:47:37	Elisa Newman	7852

Summary Notes

10/29/2005 12:47:18 Elisa Newman 7852

Customer phoned in and stated that he is very dissatisfied with vehicle. Customer alleges that SRS light was on previously and vehicle was brought in for repair. Customer now alleges that the navi system is not working. Writer advised customer to bring back to dealer to take a look at. Writer advised that I would document his concerns.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1116434 **Cus Ident** 5475332 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Beaverton OR [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 66105 MERCEDES-BENZ OF WILSONV WILSONVILLE OR

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 5105 **Prod Date** 3/9/2005 **Warr Date** 4/28/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/11/2006 11:12:27	Elisa Newman	7852

Summary Notes

3/11/2006 11:11:51 Elisa Newman 7852

Customer phoned in on Teleaid and stated that his SRS light was on. Writer advised customer not to drive and we would tow. Customer declined tow and stated that this is the second time it happened and will bring back to dealer again.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 937159 **Cus Ident** 26527497 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Harrisonburg VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80127 BROWN EUROPEAN IMPORTS CHARLOTTE SV VA
Last Sell Dlr 80127 BROWN EUROPEAN IMPORTS CHARLOTTE SV VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J05X [REDACTED]
Mileage 1534 **Prod Date** 11/29/2004 **Warr Date** 3/19/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	10/07/2005 11:02:19	Angela Londono	7851
	Declined Tow - SRS Light On	10/07/2005 11:02:32	Angela Londono	7851

Summary Notes

10/7/2005 11:01:52 Angela Londono 7851

Teleaid - SRS light - refused tow. Customer was driving in a rainstorm and writer advised customer that MBUSA does not recommend vehicle be driven while SRS light is on this may effect the function of the seatbelts/airbags. Customer refused tow and asked writer to locate nearest dealer. Writer advised customer that this would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1483520 **Cus Ident** 26649902 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Skokie IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL
Last Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 11000 **Prod Date** 2/14/2005 **Warr Date** 4/15/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/22/2006 19:02:31	Angela Londono	7851

Summary Notes

11/22/2006 19:02:24 Angela Londono 7851
 SRS light - Writer advised customer of tow. Customer declined tow and will drive to dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1773208 **Cus Ident** 22376594 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Parsippany

NJ [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 51113

MERCEDES-BENZ OF MORRISTOWN MORRISTOWN NJ

Last Sell Dlr

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2193761A [REDACTED]

World Vin: WDDDJ76X76A [REDACTED]

Mileage 11021 **Prod Date** 12/13/2005 **Warr Date** 1/13/2006 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/27/2007 10:48:05	Angela Londono	7851

Summary Notes

5/27/2007 10:47:57 Angela Londono 7851
 SRS light - Customer declined tow

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1795542 **Cus Ident** 410068 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New York NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY
Last Sell Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 10363 **Prod Date** 11/11/2005 **Warr Date** 12/22/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/14/2007 09:40:36	Angela Londono	7851

Summary Notes

6/14/2007 09:40:14 Angela Londono 7851
 SRS light, customer refused tow and will drive to dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 909763 **Cus Ident** 21162863 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05636 CLARIDGE S LTD. FREMONT CA
Sell Dlr 05636 CLARIDGE S LTD. FREMONT CA
Last Sell Dlr 05157 FLETCHER JONES MOTORCAR FREMONT CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 2749 **Prod Date** 11/3/2004 **Warr Date** 2/19/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	07/28/2005 12:52:51	michelle gallego	7854
	Repeat Visit for Same Issue	07/28/2005 12:52:51	michelle gallego	7854
Survey Inquiries	Inbound Call - No Survey	07/28/2005 12:52:56	michelle gallego	7854

Summary Notes

7/28/2005 12:52:37 michelle gallego 7854

Customer called CAC about an issue with her vehicle and SES survey. Customer stated she is filling out the SES survey and she wanted to inform us about some issue she is having with the vehicle. Customer stated she brought the vehicle in for service cause the check engine light was on. Customer stated dealership(05636) fixed the issue and 2 weeks later the light came back on again. Customer stated she brought it back to the dealership and they had to replace the part. Customer stated the seatbelt light came on and the alignment had to be fixed. Customer stated dealership replaced the tire due to the alignment. Customer stated now her SRS light is on and the seat vibrates while she drives. Customer states she know that everything is covered under warranty, however this is her first bad experience with MB and now she is thinking next time she won't lease another MB again. Customer claims her vehicle is defected. Writer asked customer if the SRS light is still on. Customer stated yes and she hasn't had time to bring the vehicle in. Customer stated she has been driving the vehicle for a week now with the SRS light on. Writer advised customer about the issue with the SRS light being on and advised her to have the vehicle towed to the dealership. Customer claims dealership advised her about the issue with the SRS light also, however she hasn't had time. Customer stated she is going to call the dealership now about the issue. Writer also advised customer to speak to the service manger about the issue.

Customer stated " The service at the dealership is excellent. They have been trying to fix my vehicle , however th vehicle must be a defect. " Customer stated she wanted to call to inform us that she is very happy with the dealership. Customer had 2 suggestions about the survey. Customer stated there should be a question about problems with your vehicle and a questions about vehicle going in for repeat malfunctions.

Writer apologized to customer about her issue with the vehicle. Writer advised customer her comments will be documented. Writer thanked customer for giving us feedback on the survey. Writer advised customer to call the dealership about the SRS light. Customer stated she will soon. Customer also stated she will send in the survey too.

Summary Notes

8/13/2005

15:32:46

Kathleen Durning

4633

Forwarding this to the dealer and SPOM for review:

warranty history indicates a repair which is related to the airbag on 7/28/05 which is the date of this summary not
Writer is uncertain if the SRS issues is still unresolved based on this information and our agent has not been
successful in contacting the customer.

Sending as an FYI

Summary Note Information

Mercedes Benz of U.S.A

Note ID 916653 **Cus Ident** 6021280 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone ([REDACTED]) **Phone Location** Doral FL [REDACTED] **Residence**
Assign Dlr

Sell Dlr 14310 MERCEDES-BENZ OF MIAMI MIAMI FL
Last Sell Dlr 14147 MERCEDES-BENZ OF CUTLER | CUTLER BAY FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 1 **Prod Date** 3/17/2005 **Warr Date** 6/22/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	08/15/2005 17:37:22	michelle gallego	7854

Summary Notes

8/15/2005 17:37:16 michelle gallego 7854

Customer called through tele-aid about her SRS light being on. Writer advised customer it is unsafe to drive the vehicle since it is a malfunction. Writer advised customer to have her vehicle tow to the dealership for safety reasons. Customer stated she will call the dealership since she is only 30 mins away.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 990265 **Cus Ident** 9028454 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Villa Park CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Last Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 4800 **Prod Date** 6/16/2005 **Warr Date** 8/16/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	12/07/2005 20:12:59	Mariano Carbajal	7855
Dealer Parts	Part(s) on Backorder	12/07/2005 20:12:39	Mariano Carbajal	7855
Service / Repairs	Lack of Parts	12/07/2005 20:12:39	Mariano Carbajal	7855

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/07/2005 20:12:08	Mariano Carbajal	7855

Summary Notes

12/7/2005 20:12:03 Jose M Carbajal 7855

Customer called the CAC with concerns about his 2006 E350. Customer claims vehicle has been to Caliber Motors 3 or 4 times for SRS issues. Customer claims vehicle is now at the dealership and is concerned that issue may persist once it comes out. Customer claims dealer has ordered a part from Germany "Airbag steering wheel connector" which is not due until December 21st. Customer is inquiring if part could be expedited to dealership sooner.

Writer apologized for delay and advised concern will be documented and forwarded for possible rush delivery of part

12/8/2005 10:15:19 Robyn Letz 6209

Parts from Germany are 7-10 days, cannot be expedited.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1274934 **Cus Ident** 46922919 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Redmond WA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA
Sell Dlr 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA
Last Sell Dlr 84104 MERCEDES-BENZ OF LYNNWO LYNNWOOD WA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J35A [REDACTED]
Mileage 20815 **Prod Date** 6/1/2004 **Warr Date** 10/28/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Overall Dissatisfaction with Parts Dept.	06/28/2006 17:21:27	Mariano Carbajal	7855
MBUSA	Customer Dissatisfied With MBUSA	06/28/2006 17:21:27	Mariano Carbajal	7855

Summary Notes

6/28/2006 17:20:51 Jose M Carbajal 7855

Customer called the CAC to express his dissatisfaction with his E320CDI experience.

Customer claims he has experienced problems which include "SRS light, oil leaks, brake recalls, diesel leak, coolant leak, Check engine light/ glow plug."

Customer believes "MBUSA is not taking care of their customer as they should because the glow plug could not be found anywhere , they were all in NJ, but the dealer will get one for me by tomorrow, I just want to express my dissatisfaction at the moment."

Writer advised concern will be documented and forwarded.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1474671 **Cus Ident** 34946217 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Glendale CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05139 RUSNAK/ARCADIA PASADENA CA
Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Last Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 26000 **Prod Date** 7/25/2005 **Warr Date** 9/13/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	11/16/2006 15:21:27	Mariano Carbajal	7855

Summary Notes

11/16/2006 15:21:18 Jose M Carbajal 7855

****refer to Referral #196427****

Customer called the CAC claiming MB has agreed to buy his vehicle back but paperwork will take about 3 weeks to process. Customer claims "the dealership has taken the rental car back and told me my car is drivable, but thi car still has the SRS light on, this is dangerous."

Writer advised MB warranty does not provide free loaner car service under its terms, alternate transportation is specifically up to the dealerships decision to provide. Writer advised customer vehicle should be taken back to th dealership and left there. Writer offered tow but advised charges may apply because it was the customers decision to pick up the vehicle from the dealership.

Customer not happy with response ended call with "either you call the dealership and tell them to give me a renta or I will continue to drive this car and you better hope nothing happens to me."

Writer advised it is the customers responsibility and choice at this point.

Writer advised concern will be documented and shared with parties involved.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1630167 **Cus Ident** 27492794 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Merrick NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 59000 **Prod Date** 6/16/2004 **Warr Date** 8/21/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/23/2007 16:35:33	Mariano Carbajal	7855
Supplier or 3rd Party Issu	Independent Facility Complaint / Issue	02/23/2007 16:35:44	Mariano Carbajal	7855

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/23/2007 16:35:28	Mariano Carbajal	7855

Summary Notes

2/23/2007 16:35:21 Jose M Carbajal 7855

Customer called the CAC with concerns about his 2005 E320.

Customer claims he bought vehicle from an independent dealership that sells "buyback vehicles." Customer claims vehicle is experiencing an SRS light which he believes is the reason vehicle was bought back in the first place.

Writer offered a tow due to the SRS light, customer declined. Writer advised vehicle is out of warranty and post warranty assistance is reviewed on a case by case basis by the dealership management team. Writer advised concern will be documented and shared with the parties involved.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1248887 **Cus Ident** 29453913 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Monte Sereno CA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Last Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 6539 **Prod Date** 7/20/2005 **Warr Date** 9/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/10/2006 14:54:54	Ludena Alejeandra	7860

Summary Notes

6/10/2006 14:54:44 Ludena Alejeandra 7860

cust called on Teleaid stating that SRS indicator light had come on in red on her display. Writer stated to cust tha vehicle was unsafe to drive and recomend that driver do not continue driving and recommend vehicle be towed. Caller declined tow and did not want to be transferred to rdsd or further assistance. Writer also made customer aware that tow decline would be noted on file.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1390542 **Cus Ident** 24391963 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Boonton NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Last Sell Dlr 67207 MERCEDES-BENZ OF LANCAST LANCASTER PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J46X [REDACTED]
Mileage 2601 **Prod Date** 5/9/2006 **Warr Date** 6/13/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/16/2006 10:36:04	Ludena Alejeandra	7860

Summary Notes

9/16/2006 10:35:53 Ludena Alejeandra 7860

cust called via teleaid stating that SRS light was on, writer stated that vehicle was not safe to drive and recommend that vehicle should be towed. Cust stated he wntd to contact the dealer first about a loaner car, and would call back.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1406515 **Cus Ident** 15690547 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jersey City

NJ [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 05737

DOWNTOWN L. A. MOTORS

LOS ANGELES CA

Last Sell Dlr 05737

DOWNTOWN L. A. MOTORS

LOS ANGELES CA

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110651A [REDACTED]

World Vin: WDBUF65J15A [REDACTED]

Mileage 19727 **Prod Date** 8/9/2004 **Warr Date** 9/26/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/27/2006 22:38:11	Ludena Alejeandra	7860

Summary Notes

9/27/2006 22:38:02 Ludena Alejeandra 7860

cust called on teleaid stating that SRS light was on. writer stated that Mb recommend the cust doe not cont. driving and towing the vehicle immediately.. writer stated vehicle is snot safe to continue driving, cust declined to and will call tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3196385 **Cus Ident** 26574148 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lake Elsinore CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Last Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 58784 **Prod Date** 2/3/2005 **Warr Date** 4/3/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/09/2009 22:17:07	Ludena Alejeandra	7860

Summary Notes

6/9/2009 22:16:59 Ludena Alejeandra 7860
 Primary Phone: (951) 245 - 0514
 Current Mileage: 58784
 Dealer(s) involved: N/A

Situation: SRS indicator light on.

Action Taken: Writer advised vehicle should be towed. Airbags cld possibly deploy while driving. Cust declined towing stating she was already heading to the dealership to drop it off.

6/9/2009 22:17:10 Ludena Alejeandra 7860

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 887977 **Cus Ident** 2300838 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Essex Fells NJ [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J35X [REDACTED]
Mileage 1 **Prod Date** 11/23/2004 **Warr Date** 3/22/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	06/01/2005 16:37:19	Kenneth Nutter	7857

Summary Notes

6/1/2005 16:37:01 Kenneth Nutter 7857

Customer called in on Tele Aid claiming his SRS light is illuminated on his instrument cluster since yesterday 5/31/05. Writer strongly recommended to customer to pull over, turn vehicle off and allow roadside assistance to arrange a tow to his local authorized dealership. Customer declined tow , advised he would "risk it, I am only 15 minutes from home."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 906580 **Cus Ident** 5823569 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jackson MS [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14342 CENTENNIAL IMPORTS INC. PENSACOLA FL
Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS
Last Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 1 **Prod Date** 2/1/2005 **Warr Date** 5/23/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	07/20/2005 16:31:09	Kenneth Nutter	7857
Roadside	Roadside Assistance Issue	07/20/2005 16:43:20	Mark Sluscavage	6234
	Declined Tow	07/20/2005 16:43:20	Mark Sluscavage	6234
	Electrical Problem	07/20/2005 16:43:20	Mark Sluscavage	6234
Survey Inquiries	Inbound Call - No Survey	07/20/2005 16:29:27	Kenneth Nutter	7857

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/20/2005 16:43:04	Mark Sluscavage	6234

Summary Notes

7/20/2005 16:28:19 Kenneth Nutter 7857

Customer called in on teleaid claiming "SRS light in red" has come on. Writer advised customer to pull off of the roadway and stop vehicle. Writer strongly suggested that call be transferred to roadside department, customer agreed.

Summary Notes

7/20/2005 16:42:55 Mark Sluscavage 6234

██████ declined a tow for an SRS malfunction at this time. Customer claimed she "has to pick up people who are flying in on a private jet, and show them the new condo I just bought. I have OCD and everything MUST be perfect. I will have to pick them up in my new car."

Writer strongly advised customer to have the vehicle towed to the dealer.

Customer claimed she would get back to the condo "and call my friend to see what says I should do."

Writer again advised customer to have the vehicle towed due to a malfunction in the air bag system.

Customer declined tow at this time.

7/20/2005 16:45:20 Mark Sluscavage 6234

Customer claimed she was closest to Pensacola FL dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 951833 **Cus Ident** 17409862 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Faribault

MN [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 42418

FELDMANN IMPORTS, INC.

BLOOMINGTON MN

Last Sell Dlr 42418

FELDMANN IMPORTS, INC.

BLOOMINGTON MN

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2193751A [REDACTED]

World Vin: WDDDJ75X56A [REDACTED]

Mileage 37565 **Prod Date** 2/21/2005 **Warr Date** 5/13/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	11/09/2005 19:52:10	Kenneth Nutter	7857
	Declined Tow - SRS Light On	11/09/2005 19:52:10	Kenneth Nutter	7857

Summary Notes

11/9/2005 19:51:46 Kenneth Nutter 7857

Customer called in on tele aid stating that vehicle was displaying restraint system malfunction, visit workshop, as well as an SRS light. Writer strongly advised customer to pull over and have vehicle towed to his local authorized Mercedes Benz dealer. Customer refused tow.

.....

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1021817 **Cus Ident** 4816601 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Address** [REDACTED]

Richmond VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA
Last Sell Dlr 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112821X [REDACTED] **World Vin:** WDBUH82JX5X [REDACTED]
Mileage 5727 **Prod Date** 10/7/2004 **Warr Date** 5/5/2005 **Model** E320S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	12/31/2005 10:45:07	Kenneth Nutter	7857
	Declined Tow - SRS Light On	12/31/2005 10:45:07	Kenneth Nutter	7857

Summary Notes

12/31/2005 10:44:51 Kenneth Nutter 7857

Customer called in on tele aid incident 65622653 regarding SRS light. Writer strongly advised customer to have vehicle towed. Customer declined tow. Writer again advised to have vehicle towed, customer again declined an wished to end call.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1134379 **Cus Ident** 17701079 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
 Assign Dlr
Sell Dlr 51142 **BENZEL - BUSCH MOTOR CAR** ENGLEWOOD NJ
Last Sell Dlr

Note to Market Ind: **Amount****Vehicle Information**

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 2500 **Prod Date** 8/29/2005 **Warr Date** 9/30/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	03/23/2006 19:29:33	Kenneth Nutter	7857

Summary Notes

3/23/2006 19:29:19 Kenneth Nutter 7857

Customer called in on tele aid incident# 65993981 stating vehicle is displaying, passenger airbag deactivated, vis workshop. Writer instructed customer not to have anyone sit in the front passenger seat until vehicle has been seen by an authorized MB Dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1390881 **Cus Ident** 10773412 **Legal** **Note Type** Roadside Assistance
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Palm Desert CA [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr

Sell Dlr 05721 W. I. SIMONSON, INC. SANTA MONICA CA
Last Sell Dlr 05721 W. I. SIMONSON, INC. SANTA MONICA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [Redacted] **World Vin:** WDDDJ75XX6A [Redacted]
Mileage 12000 **Prod Date** 3/3/2005 **Warr Date** 4/26/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/16/2006 14:33:41	Kenneth Nutter	7857

Summary Notes

9/16/2006 14:33:32 Kenneth Nutter 7857

Customer called in stating that his SRS light was on. Writer advised customer to allow the vehicle to be towed to the nearest dealership for repair. Customer declined tow, and thanked writer for his time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1448843 **Cus Ident** 32501907 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hilton Head SC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC
Last Sell Dlr 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 3660 **Prod Date** 2/20/2006 **Warr Date** 6/9/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/29/2006 13:54:07	Kenneth Nutter	7857

Summary Notes

10/29/2006 13:53:57 Kenneth Nutter 7857

Customer states SRS Light is on. Writer advised customer to have vehicle towed to nearest dealer (58 miles north of Ocala FI, to Duval Motors in Gainesville FI) Customer advised she would call back with her decision of whether or not to tow the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1521238 **Cus Ident** 18696717 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles

CA [REDACTED]

Phone ([REDACTED])

Phone Location Mobile

Assign Dlr

Sell Dlr 05703

AUTO STIEGLER, INC.

ENCINO

CA

Last Sell Dlr

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2112561A [REDACTED]

World Vin: WDBUH56J06A [REDACTED]

Mileage 5467 **Prod Date** 4/14/2005 **Warr Date** 12/26/2005 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	12/18/2006 20:47:47	Kenneth Nutter	7857

Summary Notes

12/18/2006 20:47:04 Kenneth Nutter 7857

Customer called in on tele-aid #67438394. Customer states he was involved in an accident with injuries. Customer stated that his vehicle was struck on the rear driver side of the vehicle by another vehicle that ran a stop sign. Customer stated his vehicle spun around 180 degrees. Customer stated that the airbags in the vehicle did not deploy nor did the vehicle dial out on teleaid on its own. (Call came in as a tele-aid roadside call). Customer stated the woman that hit him did not come out of her vehicle yet. Customer's daughter then came on the line with writer and stated her father was walking around making sure everyone was okay. Writer spoke with ATX who dispatched emergency services and took over the call at this point.

Writer printed sum note and gave to RAP TL.

12/20/2006 14:15:24 William Maher 6250

Writer left voicemail for customer to call him back to discuss the above.

12/21/2006 16:43:13 William Maher 6250

Writer left another voicemail for the customer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1635216 **Cus Ident** 16862191 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] **Address** [REDACTED]

El Cajon CA [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEGO SAN DIEGO CA
Last Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEGO SAN DIEGO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 10000 **Prod Date** 10/27/2004 **Warr Date** 12/3/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/26/2007 15:25:29	Kenneth Nutter	7857

Summary Notes

2/26/2007 15:25:19 Kenneth Nutter 7857

Customer states SRS Light on - writer advised customer to stop driving and tow vehicle as it may be unsafe to drive. Customer stated she would return home and call us back to make arrangements - writer advised against but customer did not want to have the vehicle towed at this time

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1077620 **Cus Ident** 32439928 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Glen Head NY [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]
Mileage 11000 **Prod Date** 9/21/2004 **Warr Date** 10/26/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	02/11/2006 12:31:42	Tom Burns	6306

Summary Notes

2/11/2006 12:31:33 Tom Burns 6306

Customer stated that SRS malfunction warning light was on. Writer had customer remove key, wait and restart vehicle. SRS remained on. Writer recommended towing vehicle. Customer did not want to be towed and have to get home. Customer wanted to finish errands and drive home and have vehicle picked up on Monday. Writer again advised towing and urged extreme caution when driving.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1145516 **Cus Ident** 26408958 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Columbia SC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC
Last Sell Dlr 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 2700 **Prod Date** 3/8/2005 **Warr Date** 3/31/2005 **Model** CLS500(2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/31/2006 15:35:26	Tom Burns	6306
Seat Belts	Seat Belts	03/31/2006 15:35:32	Tom Burns	6306

Summary Notes

3/31/2006 15:35:12 Tom Burns 6306

Customer stated that his SRS drive to workshop malfunction warning was on. Writer recommended towing the vehicle. Customer asked to be connected to Dick Dyer dealership, writer conferenced customer in with dealer and customer stated that MB recommended tow but he would drive the vehicle in on Monday.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1286827 **Cus Ident** 31623873 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Folsom CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05143 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA
Last Sell Dlr 05138 MERCEDES-BENZ OF EL DORA EL DORADO HIL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 4000 **Prod Date** 3/9/2006 **Warr Date** 4/15/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/07/2006 12:23:44	Tom Burns	6306

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/07/2006 12:23:49	Tom Burns	6306

Summary Notes

7/7/2006 12:23:36 Tom Burns 6306

Customer stated that SRS malfunction warning was on. Customer asked if there was anything to be concerned with. Writer explained what the malfunction meant and offered to tow the vehicle. Customer was on her way to work and stated that her husband would switch vehicles and drive to the

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2101772 **Cus Ident** 35606887 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Vero Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH
Sell Dlr 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH
Last Sell Dlr 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83J75X [REDACTED]
Mileage 51030 **Prod Date** 2/2/2005 **Warr Date** 5/26/2005 **Model** E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/17/2008 13:24:27	Tom Burns	6306

Summary Notes

1/17/2008 13:24:18 Tom Burns 6306

[REDACTED] called the CAC and stated that while driving her vehicle to Florida the SRS malfunction warning came on. Customer stated when she got to Florida she brought the vehicle to the Fort Pierce dealer who advised her that the SRS system replacement will cost \$1600. Customer stated they advised her that she would have to pay \$800. Customer stated she does not think this is fair for only being 1,000 miles over warranty.

Writer apologized for the inconvenience and advised that the warranty is for 4years or 50,000 miles which ever occurs first. Writer advised that the dealer has offered 50% in goodwill and because the warranty has expired does not have to offer any assistance.

Customer stated, "Then you are telling me there is nothing you can do. I know you could do something, you just don't want to."

Writer advised that he was not telling customer that. Writer advised that if the dealer has made a goodwill offer that comes from the dealer and MB. Writer advised that if the dealer had offered no assistance writer would have advised customer to contact the SM. Writer advised that a goodwill offer has been made.

Customer stated then I'm not going to buy another MB and I'm going to call my dealer in New Hampshire to tell them.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 919106 **Cus Ident** 21934397 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Greenwich CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Last Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]
Mileage 1 **Prod Date** 3/15/2005 **Warr Date** 7/23/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/20/2005 15:56:06	Diana Sanchez	7834

Summary Notes

8/20/2005 15:55:30 Diana Sanchez 7834

Customer called through Teleaid. SRS light is on. Writer explained malfunction and advised that vehicle has to be towed, offered to have a roadside rep on the line to set up the tow, customer refused and alleged that this had happened before and that the computer only needed to be reset. Customer asked if there was a way to reset computer. Customer requested contact with nearest dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924509 **Cus Ident** 16755897 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hialeah

FL [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dlr

Sell Dlr 15317

MERCEDES-BENZ OF POMPANO BEACH FL

Last Sell Dlr

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110561A [REDACTED]

World Vin: WDBUF56J46A [REDACTED]

Mileage 1 **Prod Date** 4/12/2005 **Warr Date** 7/23/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/03/2005 19:11:05	Diana Sanchez	7834

Summary Notes

9/3/2005 19:10:55 Diana Sanchez 7834

Customer called through Teleaid alleging that the SRS light is on. Writer explained that vehicle needs to be towed to dealer, customer alleged that he is planning a trip for the weekend and asked if there is some kind of reimbursement for a rental vehicle. Writer advised that there is no reimbursement as he is not at least 100m from home. Writer offered to transfer to roadside and set up a tow, customer alleged that he would call back later.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 995317 **Cus Ident** 36896338 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tustin CA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]
Mileage 8534 **Prod Date** 1/25/2005 **Warr Date** 4/19/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/11/2005 21:27:01	Diana Sanchez	7834

Summary Notes

12/11/2005 21:26:52 Diana Sanchez 7834

Customer placed a Teleaid call to request information on SRS light. Writer advised customer that the vehicle should not be drive while the light is on , the airbags and seat belts may not function when needed or deploy suddenly. Customer declined the tow, advised that he would take the vehicle to dealership in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1166025 **Cus Ident** 6725695 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Needham MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI
Last Sell Dlr 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 3223 **Prod Date** 2/16/2005 **Warr Date** 3/19/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	04/14/2006 19:25:32	Diana Sanchez	7834
	Declined Tow - SRS Light On	04/14/2006 19:27:20	Diana Sanchez	7834

Summary Notes

4/14/2006 19:25:32 Diana Sanchez 7834
Roadside - Other [See Roadside Ticket ID: 2780774]
4/14/2006 19:27:09 Diana Sanchez 7834

Customer placed a TeleAid call asking about the SRS warning light. Writer explained that we advise to have the vehicle towed into the dealership. Customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2086223 **Cus Ident** 22190196 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mc Allen TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 25000 **Prod Date** 7/6/2004 **Warr Date** 9/12/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fulfillment/Customer Req	Warranty History Request	01/08/2008 12:52:46	Diana Sanchez	7834

Summary Notes

1/8/2008 12:51:39 Diana Sanchez 7834

[REDACTED] requested information on the reason for buy back.

Writer advised to send written request with proof of ownership to fax# 201-476-6213.

1/10/2008 17:43:47 Lois Grillo 4627

#342098

customer requests information on why the vehicle is listed as a buyback. Attached title and sales information.

1/14/2008 09:39:18 Justin Haase 6302

Customer phoned the CAC to confirm that information was received.

Writer confirmed that information was received and that letter would be sent white mail within five business days or so.

Summary Notes

1/14/2008

16:34:51

Lois Grillo

4627

January 14, 2008

[REDACTED]
[REDACTED]
[REDACTED]
McAllen, TX [REDACTED]

Subject: Model: 2005 E320W
Serial No: WDBUF65J75A [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry.

Our records confirm that the above-referenced vehicle was branded a "Lemon Law Buyback" in the State of California on January 2 , 2006, due to multiple SRS concerns.

Thank you for this opportunity to be of service.

Sincerely,

Lois G.
Case Manager

LG/mw

Sum Note:2086223
Corres.: 342098

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1106343 **Cus Ident** 26355566 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Phone Kissimmee FL [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL
Last Sell Dlr 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 10000 **Prod Date** 11/25/2004 **Warr Date** 1/14/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/04/2006 09:31:46	Timothy Ucker	7810
	Declined Tow - SRS Light On	03/04/2006 11:58:37	Kenneth Nutter	7857

Summary Notes

3/4/2006 09:31:46 Timothy Ucker 7810
 Roadside - Other [See Roadside Ticket ID: 2733647]
 3/4/2006 11:58:29 Kenneth Nutter 7857

Customer called in on teleaid advised his srs light is on. Writer advised and offered tow but customer declined, instead will drive to dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1491524 **Cus Ident** 45135039 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Athens GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 17100 MERCEDES-BENZ OF ATHENS ATHENS GA
Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 26000 **Prod Date** 9/15/2004 **Warr Date** 3/30/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/28/2006 20:27:32	Timothy Ucker	7810
	Overall Dissatisfaction with Quality	11/28/2006 20:27:32	Timothy Ucker	7810

Summary Notes

11/28/2006 20:26:56 Timothy Ucker 7810

Customer is requesting a buyback, alleging his vehicle has been serviced on six separate occasions for different issues such as, Power surges, Airbag malfunctions, and low gear sticking.

Customer stated that the only issue currently outstanding is a fuel line leak that the dealer has not yet made an attempt to service.

Writer advised customer a warranty does not guarantee the vehicle will not need service but, if and when a problem should arise, the dealer is in the position to address any issues as they already have in this case. Write advised this is indicated by the customer's statement that the fuel leak is currently the only outstanding issue, meaning all other issues have been properly addressed.

Writer apologized for any inconvenience and advised customer his comments will be documented as well as shared with the appropriate parties for review.

Writer advised customer to be in contact with Service Manager as he is the best point of contact regarding the above.

NTMT: Dealer and SPOM

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/20/2007 18:57:30	Timothy Ucker	7810

Summary Notes

4/20/2007 18:57:15 Timothy Ucker 7810

Customer phoned the CAC stating his SRS light in on.

Writer offered and advised tow advising vehicle is unsafe to drive.

Customer declined and is fully aware of why vehicle is unsafe to drive and stated, "Okay so then who's going to give me a loaner car?".

Writer advised MB dealers are independently owned and operated and do employ their own individual alternate transportation policies.

Customer ended the call.

NTMT: Dealer and SPOM

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2521479 **Cus Ident** 29026376 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Daly City CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA
Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA
Last Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]
Mileage 11040 **Prod Date** 11/23/2004 **Warr Date** 7/13/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/27/2008 15:33:09	Timothy Ucker	7810

Summary Notes

2/27/2008 15:33:03 Timothy Ucker 7810

[REDACTED] phoned the CAC alleging SRS light is on. Writer offered and advised tow and customer declined claiming she will call dealer to arrange pick up and drop off of loaner.

Customer is aware vehicle is unsafe to drive.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 933660 **Cus Ident** 301772 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Belmont CA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05765 AUTOBAHN MOTORS BELMONT CA

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 4306 **Prod Date** 2/16/2005 **Warr Date** 6/4/2005 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/28/2005 23:51:48	Jacqueline Iaria	7836

Summary Notes

9/28/2005 23:51:40 Jacqueline Iaria 7836

The SRS light was on. Writer advised customer we recommend the vehicle be towed to the dealership, customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 842916 **Cus Ident** 20241835 **Legal** **Note Type** Summary Note
Customer Mr [REDACTED]
Address [REDACTED]

Fremont CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA
Last Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J25A [REDACTED]
Mileage 4460 **Prod Date** 9/22/2004 **Warr Date** 10/29/2004 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	02/15/2005 20:17:13	Paul Harmon	7831

Summary Notes

2/15/2005 20:16:56 Paul Harmon 7831

Cstmr stated that SRS light was on and staying on. Writer advised tow. Cstmr declined service at this time and will call back another time to have vehicle towed in.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 848527 **Cus Ident** 19149218 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] **Address** [REDACTED] Sr

Phone ([REDACTED]) **Phone Location** Bayville NJ [REDACTED] **Residence**
Assign Dlr

Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 3677 **Prod Date** 7/13/2004 **Warr Date** 9/24/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	03/01/2005 19:23:02	Paul Harmon	7831

Summary Notes

3/1/2005 19:22:50 Paul Harmon 7831

Cstmr stated that SRS light was on and staying on. Writer advised tow. Cstmr declined tow at this time. Writer made cstmr aware of danger involved in driving vehicle. Cstmr will talk to dealer in morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 924437 **Cus Ident** 26504476 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Williamsburg VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80210 TYSINGER MOTOR CO., INC. HAMPTON VA
Last Sell Dlr 80210 TYSINGER MOTOR CO., INC. HAMPTON VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 3541 **Prod Date** 3/3/2005 **Warr Date** 6/10/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/03/2005 11:15:29	Paul Harmon	7831

Summary Notes

9/3/2005 11:15:14 Paul Harmon 7831

Cstmr stated that SRS light on and staying on. Writer made cstmr aware of situation and danger involved with driving vehicle. Writer advised tow. Cstmr declined tow at this time and will call dealer when she arrives home. PAH7831

Summary Note Information

Mercedes Benz of U.S.A

Note ID 929316 **Cus Ident** 22573899 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

Cincinnati OH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 62410 MERCEDES-BENZ OF CINCINNATI CINCINNATI OH
Last Sell Dlr 62410 MERCEDES-BENZ OF CINCINNATI CINCINNATI OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]
Mileage 2389 **Prod Date** 3/15/2005 **Warr Date** 4/18/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/17/2005 10:19:12	Paul Harmon	7831

Summary Notes

9/17/2005 10:18:59 Paul Harmon 7831

Writer made cstmr aware of situation with SRS light on. Writer advised tow. Cstmr declined tow at this time and will call back later. PAH7831

Summary Note Information

Mercedes Benz of U.S.A

Note ID 973178 **Cus Ident** 11889577 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New York NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55143 MERCEDES-BENZ OF WHITE PLAINS WHITE PLAINS NY
Last Sell Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J06X [REDACTED]
Mileage 6700 **Prod Date** 1/28/2005 **Warr Date** 5/28/2005 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/25/2005 16:03:50	Paul Harmon	7831

Summary Notes

11/25/2005 16:03:37 Paul Harmon 7831

[REDACTED] phoned CAC inquiring about a SRS light on in vehicle. Writer advised customer of safety issue and advised tow. Customer claims that there are no dealers in his area and it would be extremely inconvenient for him. Customer requested tow to MB White Plains. Writer spoke with PJ, RAP SL who advised writer to make customer aware that continuing to drive vehicle is also an option. Writer made customer aware of this option and customer claims he will bring vehicle to MB Manhattan first thing Monday morning. Writer advised customer that comments would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 979945 **Cus Ident** 20448430 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Salem NH [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2112561A [REDACTED] **World Vin:** WDBUH56J76A [REDACTED]
Mileage 2895 **Prod Date** 11/17/2004 **Warr Date** 6/24/2005 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/30/2005 16:28:32	Paul Harmon	7831

Summary Notes

11/30/2005 16:28:23 Paul Harmon 7831

Customer phoned CAC to inform RAP that SRS light is on and staying on.

Writer advised customer of situation and advised tow.

Customer declined tow at this time claiming that she is only five minutes from dealer and will drive directly to dealer.

Writer again advised tow and customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1038879 **Cus Ident** 26525614 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Oro Valley AZ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 03106 MERCEDES-BENZ OF TUCSON TUCSON AZ
Sell Dlr 78102 MERCEDES-BENZ OF LINDON LINDON UT

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82JX5X [REDACTED]
Mileage 8438 **Prod Date** 9/15/2004 **Warr Date** 3/19/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	01/12/2006 17:31:44	Paul Harmon	7831
	Part(s) on Backorder	01/12/2006 17:31:44	Paul Harmon	7831
	Long Wait Time for Part(s)	01/12/2006 17:31:44	Paul Harmon	7831

Summary Notes

1/12/2006 17:31:34 Paul Harmon 7831

Customer phoned CAC upset about Back -ordered part. Customer claims his vehicle has been at dealer for two weeks and SA advised customer he still has no idea when part will be coming in. Customer requests MBUSA be involved and assist in getting part to him. Customer unable to provide part number or name.

Writer advised customer that writer would contact dealer and have part expedited to him. Writer advised customer to stay in contact with PM. Writer advised customer that comments would be documented.

Writer spoke with Craig from parts department at dealer who advised they have three vehicles at dealer all needing the same parts. Part number is 0015408705 , cables for SRS light being on.

1/12/2006 17:32:28 Paul Harmon 7831

Craig from dealer advised writer that they need 12 of the above mentioned part numbers.

1/17/2006 14:46:52 Robyn Letz 6209

From PAC:
ETA 1/19//06

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1084601 **Cus Ident** 29635581 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bluffton SC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X16A [REDACTED]
Mileage 2497 **Prod Date** 9/21/2005 **Warr Date** 10/28/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/16/2006 14:52:29	Paul Harmon	7831

Summary Notes

2/16/2006 14:52:18 Paul Harmon 7831

Customer claims that SRS light is on and staying on. Writer advised tow. Customer declined tow at this time and will call back. Writer advised customer of safety concerns and advised tow. Customer declined. PAH7831

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1360396 **Cus Ident** 33510119 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Pikesville MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD
Sell Dlr 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD
Last Sell Dlr 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J55A [REDACTED]
Mileage 0 **Prod Date** 1/19/2005 **Warr Date** 7/16/2005 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	08/25/2006 16:19:23	Paul Harmon	7831
	Personnel Issues or Complaints	08/25/2006 16:19:23	Paul Harmon	7831
	Overall Dissatisfaction with Service	08/25/2006 16:19:23	Paul Harmon	7831
Roadside	Declined Tow - SRS Light On	08/25/2006 16:19:33	Paul Harmon	7831

Summary Notes

8/25/2006 16:18:54 Paul Harmon 7831

Customer phoned CAC to express his dissatisfaction with dealer service. Customer claims that SRS light came on so he contacted dealer. Customer claims that SA advised customer that it is not a big dealer and not to worry about it. Customer claims that he phoned RAP and was advised to have vehicle towed to dealer. Customer declined that tow and drove to dealer who advised him that they are too busy to look at vehicle any time soon. Customer now irate claims that SM Judy Sutton was no help at all and that MBUSA needs to do something about this dealer.

Writer apologized and advised customer that dealers are independently owned and operated and responsible for their day to day operations. Writer advised customer that his comments would be documented and shared with appropriate parties at MBUSA.

Customer extremely irate claims that we will hear from his attorney. Customer terminated call.

8/28/2006 14:29:09 NETSTAR

Name : Judy Sutton (Service Manager)
 Phone : 410-363-7793 (x-589)

Reviewed with Customer
 Yes (By Phone) (Review Date : 08/26/2006 00:00:00)

Customer Expectations
 Met

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1380376 **Cus Ident** 32442695 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stockton CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage **2 Prod Date** 3/15/2006 **Warr Date** 5/21/2006 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/08/2006 18:14:16	Paul Harmon	7831

Summary Notes

9/8/2006 18:14:10 Paul Harmon 7831

Writer advised customer of possible safety issue with SRS light on and writer advised tow. Customer declined and advised that she is not in her home area and is "busy." Writer again advised tow and customer declined again. PAH7831

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1381035 **Cus Ident** 30669103 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Old Greenwich CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Last Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]
Mileage 2500 **Prod Date** 12/5/2005 **Warr Date** 12/31/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/09/2006 11:52:40	Paul Harmon	7831
	Declined Tow - SRS Light On	09/09/2006 11:54:20	Paul Harmon	7831

Summary Notes

9/9/2006 11:52:40 Paul Harmon 7831

Roadside - Other [See Roadside Ticket ID: 2949709]

9/9/2006 11:54:12 Paul Harmon 7831

Writer advised tow for SRS light on.

Customer declined and advised that he would drive to dealer at a later time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1466973 **Cus Ident** 34946217 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Glendale CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05139 RUSNAK/ARCADIA PASADENA CA
Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Last Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 26000 **Prod Date** 7/25/2005 **Warr Date** 9/13/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	11/10/2006 19:32:16	Paul Harmon	7831

Summary Notes

11/10/2006 19:32:10 Paul Harmon 7831

Referral # 196427

Primary Phone: 818-956-8839
 Contact name: [REDACTED]
 Current Mileage: 26000
 Warranty Start Date: 09/13/2005
 Previous CA Referrals: None

Previous Summary Notes: 943338, 1183585, 1215074

Customer requesting vehicle replacement.

[REDACTED] phoned CAC to request a replacement vehicle. Customer claims that over the last 8 years he has purchased 6 new MB vehicles. Customer claims that he is a loyal MB driver. Customer claims that his last vehicle the E500 was nothing but a headache and had many transmission issued including being replaced. Customer claims that he took a \$15,000 hit to get into current vehicle. Customer claims that the current CLS500 has been at dealer 4 times for SRS light on. Customer claims that he does not want this vehicle and will leave th brand if MBUSA does not do something to assist him.

Writer advised customer that there concerns would be forwarded on to the appropriate parties for review. Writer advised customer to allow several business days to process the information and that SM at dealer is the point of contact.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1960165 **Cus Ident** 39178304 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Medina OH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 76504 MERCEDES-BENZ OF GEORGE GEORGETOWN TX
Last Sell Dlr 76504 MERCEDES-BENZ OF GEORGE GEORGETOWN TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 25018 **Prod Date** 7/19/2004 **Warr Date** 9/22/2004 **Model** E320W 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/05/2007 13:19:28	Paul Harmon	7831

Summary Notes

10/5/2007 13:19:12 Paul Harmon 7831

email received:

Comments: The subject vehicle (E320, 2005) needs new electrical harness that connects the fuse box to headlights. The old harness has part nbr stamped on it that reads: A211 540 61 32. Local MB shops tell me that that part nbr does not exist! Could you please tell me if this part nbr has been changed to A211 540 62 32 or the MB parts data base is not current. Thank you for your assistance.

writer forwarded info to Darren Suran to confirm.

10/8/2007 09:15:46 Paul Harmon 7831

Email sent:

Dear [REDACTED]:

Thank you for your email.

The "stamped number" that is on the actual part is a casting number, and not the Mercedes-Benz Part number. To ensure that you order the correct part or to verify a part number, please feel free to speak with the parts department at your local authorized Mercedes-Benz dealer.

The opportunity to correspond is appreciated.

Sincerely,

Paul H.
Mercedes-Benz USA

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2610932 **Cus Ident** 25820906 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chino Hills CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 65000 **Prod Date** 5/25/2005 **Warr Date** 7/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/09/2008 14:43:14	Paul Harmon	7831
Internet	Internet Inquiry	05/05/2008 10:10:30	Paul Harmon	7831
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	05/12/2008 11:42:13	Paul Harmon	7831
	Updated Vehicle / Customer Record	05/12/2008 11:42:09	Paul Harmon	7831

Summary Notes

5/5/2008 10:10:25 Paul Harmon 7831

Email received:

Comments: wondering how a 2006 e350 with 65000 miles would have srs & transmission pump/converter problem.

Summary Notes

5/5/2008 10:12:53 Paul Harmon 7831

Email sent:

Dear [REDACTED]

Thank you for your email.

Our day-to-day contact point with you - our customer – is your Mercedes-Benz dealership Service Team which is fully authorized to inspect, diagnose, and perform necessary repairs to your vehicle. It simply isn't possible to assess the symptoms you have described via correspondence or to speculate as to their root cause (or: origin). Please contact the Service Manager at any authorized Mercedes-Benz dealership who is in the best position to address any technical questions you may have.

We solicit your understanding of our limitation in this matter and appreciate the opportunity to correspond.

Sincerely,

Paul H.
Mercedes-Benz USA

5/9/2008 14:43:05 Paul Harmon 7831

Email received:

Thank you for your response. However, the initial problem I am having with MB is not being solved by having a service manager charge me for diagnostic work. Which by the way, is what the service manager (Mike Daniels) suggested when I brought the car in per your reply to my original contact, knowing that the car has a transmission problem.

Along with the 2006 E350 in question, I have a 1998 SL500, and a 2007 S550. I have previously owned MB's. My recent MB purchases were based on the reliability and dependability of your product. As well as the service. I, therefore am at a loss as to the reasoning behind the major breakdown of the 2006. Perhaps this relates to a defect or continuing problem with this model.

The dealer said that I am past the warranty by 15,000 miles, which I understand. What I do not understand is why at 65,000 miles a transmission pump and a torque converter should fail. MB should be able to manufacture these parts with a performance life beyond 65,000 miles....as they were with my other MB's.

I am disappointed with MB Penske's handling of this problem as I have been a customer since 1997 when I purchased my 1998 SL500 from their dealership and my S550 back in 2006.

I was contacted today by my service advisor Eddie A. and told that since they can not find service records for this particular car, they can only assist by providing the labor necessary to replace the transmission as long as I pay for the transmission which costs about \$8,500.00. In reading your service manual and based on my past experience with MB vehicles I understood that almost all MB transmissions go about 100,000 miles before service is needed, so I do not understand what your service advisor was expecting to find in the service record that had much to do with the transmission.

Again I am very disappointed and I think these parts should have a life beyond the warranty period. If MB is only good for 65,000 miles before major breakdowns, then I may have to rethink my vehicle choices in the future. I would appreciate it if you could be of further assistance to me with this problem.

Thank you.

[REDACTED]
5/9/2008 17:11:13 Paul Harmon 7831

Writer left VM with SM Mike to request additional information.

Summary Notes

5/12/2008 11:42:01 Paul Harmon 7831

Writer received VM from SM Mike about above. SM advised that he has reviewed this request for PWA. SM advised that dealer made offer to cover 100% labor for either a rebuilt or new transmission. SM confirmed that SPOM Brian Dear is aware and agrees with offer made. SM advised that customer has declined offer and has openly admitted that he purchased vehicle from an auction less then 60 days ago and has no service records for vehicle. SM advised that they found an internal fault with trans which has been confirmed.

5/16/2008 08:55:28 Paul Harmon 7831

Email sent:

Dear [REDACTED]:

Thank you for your additional email.

Please contact me at 1-800-FOR-MERCEdes (1-800-367-6372) ext 7831 so that I may address your concerns. I look forward to hearing from you.

The opportunity to correspond is appreciated.

Sincerely,

Paul H.
Mercedes-Benz USA

5/16/2008 14:51:39 Paul Harmon 7831

Writer spoke with customer. Writer very apologetic and upheld above position.

Customer claims hat he had vehicle repaired at an independent and accepts MBs position.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3053952 **Cus Ident** 37813280 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Stockbridge GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL
Last Sell Dlr 17113 MERCEDES-BENZ OF SOUTH A ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 44465 **Prod Date** 8/26/2004 **Warr Date** 11/30/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/07/2009 11:31:47	Paul Harmon	7831

Summary Notes

3/7/2009 11:31:33 Paul Harmon 7831

Customer phoned CAC to inquire about SRS light on.

Writer explained and advised tow.

Customer declined tow at this time and advised he will get to dealer ASAP.

3/7/2009 11:31:34 Paul Harmon 7831

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926952 **Cus Ident** 28370323 **Legal** **Note Type** Roadside Assista
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Reno **NV** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA
Last Sell Dlr 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]
Mileage 7170 **Prod Date** 6/26/2004 **Warr Date** 5/30/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/12/2005 12:46:33	Edward Mischik	4665

Summary Notes

9/12/2005 12:46:23 Edward Mischik 4665
Customer is aware that SRS has deactivated. He is going to drive to the dealer. Declined Tow. EM x4665

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1288260 **Cus Ident** 26181621 **Legal** **Note Type** Roadside Assista
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mission Viejo CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]
Mileage 22000 **Prod Date** 8/30/2004 **Warr Date** 10/29/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/08/2006 11:18:43	Edward Mischik	4665

Summary Notes

7/8/2006 11:18:11 Edward Mischik 4665
Declined SRS tow

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1731548 **Cus Ident** 4486792 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Delray Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J35A [REDACTED]
Mileage 27000 **Prod Date** 3/17/2005 **Warr Date** 5/14/2005 **Model** E55 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	04/25/2007 05:32:00	Randall Bibber	4647

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/25/2007 05:32:12	Randall Bibber	4647

Summary Notes

4/25/2007 05:31:51 Randall Bibber 4647

[REDACTED] called very upset and stated this was the 3rd time the SRS Light had come on in her vehicle. The writer recommended she should not drive the vehicle and allow Mercedes Benz to tow the car, The customer declined service and stated she will call back in the morning

4/25/2007 16:30:28 Carol Pantua 4635

CR TL Honora D. asked writer to follow-up.

Writer called MB Ft. Lauderdale and was advised that customer does not have an appt with them.

Writer called and spoke with [REDACTED] who advised that there is nothing currently wrong with the vehicle, but she is dissatisfied that she recently picked up her vehicle from dealer after 3rd repair to SRS concerns.

Customer claims that though she loves MB, she has lost faith in this vehicle, and spoke with MB Pompano SM "E Taylor" and Sales Mgr "Marc Klein," who are allegedly "looking at the numbers to get me into another vehicle." Customer alleges that last year, RSPM "Glenn Zitzman" advised SM Ed Taylor that they would "try to fix it one more time and if it happens again, they'll buy back the car. It's that time already."

Writer apologized to customer for her dissatisfaction, advised that her concern would be documented, and advised customer to maintain communication with MB Pompano SM and Sales Mgr. Customer thanked writer for the follow-up and advised that she will do so.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1708353 **Cus Ident** 21396520 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New York NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information	
DBAG Vin 2110871X [REDACTED]	World Vin: WDBUF87J96X [REDACTED]
Mileage 4235	Prod Date 1/25/2006 Warr Date 3/15/2006 Model E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/06/2007 17:07:08	Chris And Kim	6354

Summary Notes

4/6/2007 17:07:00 Ray 6354

srs light was on, wrier advised the customer of the possibilities and advised the vehicle should be towed, but she declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3620352 **Cus Ident** 22910694 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lake Forest IL [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 22116 MERCEDES-BENZ OF WESTMO WESTMONT IL
Last Sell Dlr 22116 MERCEDES-BENZ OF WESTMO WESTMONT IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J26X [REDACTED]
Mileage 22682 **Prod Date** 11/3/2005 **Warr Date** 2/22/2006 **Model** E500W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/06/2010 14:51:11	Anna Peet	6300

Summary Notes

3/6/2010 14:51:03 Mr. Murphy 6300

Writer received call from customer with SRS lamp illumination

Writer advised customer that the vehicle shouldnt be driven- that it should be towed to the dealership. Customer thanked writer and ended call.

3/6/2010 14:51:13 Mr. Murphy 6300

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3643937 **Cus Ident** 8852398 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lawrenceville GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 56106 HELMS BROS., INC. BAYSIDE NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 59390 **Prod Date** 7/22/2005 **Warr Date** 10/14/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/20/2010 15:54:57	Donna	6384

Summary Notes

3/20/2010 15:54:41 Mariano Carbajal 6384

What did the customer say? [REDACTED] called the CAC claiming he is driving to Florida from Georgia and has an SRS light.

What was your response? Writer recommended to have vehicle towed to the closest MB dealership.

Customer declined and advised they will call on Thursday to have vehicle towed once they come back from their Cruise trip.

Writer advised concern will be documented.

3/20/2010 15:55:09 Mariano Carbajal 6384

No Escalation Required

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 970777 **Cus Ident** 23822249 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Coral Gables

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 45104

JAY WOLFE EUROPEAN MOTOI KANSAS CITY MO

Last Sell Dlr**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110561A [REDACTED]**World Vin:** WDBUF56J76A [REDACTED]**Mileage** 3000 **Prod Date** 4/5/2005 **Warr Date** 6/30/2005 **Model** E350W 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	11/23/2005 13:56:26	Stephen Leiderfrost	6293
	Declined Tow - SRS Light On	03/05/2006 11:56:40	Jared Streisfeld	6374

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/23/2005 13:56:26	Stephen Leiderfrost	6293

Summary Notes

11/23/2005 13:56:28 Stephen Leiderfrost 6293

Roadside - Electrical Problem [See Roadside Ticket ID: 2622766]

3/5/2006 11:56:24 Jared Streisfeld 6374

Customer states that his/her SRS light is on. Writer advised customer not to drive the vehicle because in the event the vehicle was involved in an accident there is a possibility the air bags may or may not deploy. Customer declined to have the vehicle towed and he would continue drive the vehicle. Customer asked writer to contact DLR 14302 to inform them of his concerns. Writer called DLR 1430 & left message with SM

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2626535 **Cus Ident** 32506479 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Petersburg

VA [REDACTED]

Phone ([REDACTED])

Phone Location Residence

Assign Dlr

Sell Dlr 80102 MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

Last Sell Dlr 80102 MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J56A [REDACTED]
Mileage 2500 **Prod Date** 3/2/2006 **Warr Date** 5/31/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/17/2008 13:49:49	Stephen Leiderfrost	6293

Summary Notes

5/17/2008 13:49:13 Stephen Leiderfrost 6293

Primary Phone: (804) 733 - 1984

Current Mileage: 2500

Dealer(s) involved: N/A

Situation:

The SRS light is on and the customer is traveling a great distance up I 95.

Action Taken:

Writer advised the customer that MB does not recommend driving the vehicle due to the airbags possibly deploying incorrectly during an accident. The customer stated he will drive it until Monday because he needs the car.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2930056 **Cus Ident** 28726773 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manchester NH [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA
Last Sell Dlr 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]
Mileage 46521 **Prod Date** 12/14/2004 **Warr Date** 2/22/2005 **Model** E320W4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/25/2008 12:18:12	Stephen Leiderfrost	6293

Summary Notes

12/25/2008 12:18:04 Stephen Leiderfrost 6293

Primary Phone: (603) 606 - 1013
 Current Mileage: 46521
 Dealer(s) involved: N/A

Situation:

The customer stated the SRS light came on while she was driving.

Action Taken:

Writer advised the customer that we recommend the vehicle gets towed. The customer will drive it because they need to get to their location today.

12/25/2008 12:18:06 Stephen Leiderfrost 6293

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3201153 **Cus Ident** 31224721 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baltimore MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD
Last Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 60990 **Prod Date** 3/22/2005 **Warr Date** 5/11/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/12/2009 22:06:53	Stephen Leiderfrost	6293

Summary Notes

6/12/2009 22:06:59 Stephen Leiderfrost 6293

No Escalation Required

6/12/2009 22:08:59 Stephen Leiderfrost 6293

The customer stated the SRS light is on and she wanted to know what it meant. Writer informed the customer what it was and we recommend a tow. The customer refused, she stated she will drive the car in for service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1111211 **Cus Ident** 32430073 **Legal** **Note Type** Summary Note
Customer [Redacted] [Redacted] [Redacted]
Address [Redacted]

Asheville NC [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr

Sell Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [Redacted] **World Vin:** WDBUF65J25A [Redacted]
Mileage 13229 **Prod Date** 11/15/2004 **Warr Date** 12/20/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	03/07/2006 18:27:06	Marguerite Duffy	4648

Summary Notes

3/7/2006 18:24:13 Marguerite Duffy 4648

customer called SRS light on/ writer advised customer that MB does not recommend he drive the vehicle as a safety issue, and he have it serviced right away. Customer stated he would bring to dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1522597 **Cus Ident** 26565180 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Tarzana CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05143 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Last Sell Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 42798 **Prod Date** 2/1/2005 **Warr Date** 3/30/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	12/19/2006 18:25:01	Marguerite Duffy	4648

Summary Notes

12/19/2006 18:22:50 Marguerite Duffy 4648

Friend of customer is calling for customer, who is speaking on behalf of customer, due to a language problem. Customer is stating his vehicle has been in the shop four times for the same issue. The SRS light has been on constantly, and the computer shows there is a problem inside the system. Customers friend, Arthur Katz is stating the dealer has changed the cable. Customer states that his front headlights go out and back on while driving. Customer stated the vehicle is in the shop as we speak at Beverly Hills MB. Customer is very unhappy with the vehicle, and wants to go forward with the lemon law. Writer transferred customer to customer relations rep.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3542814 **Cus Ident** 5937983 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Franklin TN [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 74102 MERCEDES-BENZ OF NASHVILI FRANKLIN TN
Sell Dlr 74102 MERCEDES-BENZ OF NASHVILI FRANKLIN TN
Last Sell Dlr 74102 MERCEDES-BENZ OF NASHVILI FRANKLIN TN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 59864 **Prod Date** 4/5/2006 **Warr Date** 5/19/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Non-Warranty Related Issue	01/14/2010 13:16:22	Marguerite Duffy	4648
Special Programs	Loyalty Survey - Owner Contacted	01/14/2010 13:10:04	Marguerite Duffy	4648

Summary Notes

1/14/2010 12:44:53 Marguerite Duffy 4648

Loyalty Survey follow-up: Writer left vm 800# ext. 4648 if he has any questions about the vehicle or service experience. Thanked customer for choosing MB.
 What did the customer say?

What was your response?

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

1/14/2010 12:45:11 Marguerite Duffy 4648

No Escalation Required

1/14/2010 13:09:43 Marguerite Duffy 4648

Loyalty Survey follow-up:

Customer called writer back and stated this vehicle had about 59,000 miles on it and the SRS restraint light came so when he took it to the dealer they told him there was a broken solder and the repair was around \$600. He spoke to the Srv. Mgr. and told him he thought it was a craftsman issue because the vehicle had never been in an accident or anything. Customer stated he went on the internet and it seems this kind of problem exists with the vehicles and should have been covered by warranty because it's an issue with the MB vehicles. Customer stated he was about to buy a 2010 but is looking into other manufacturers as well. Writer apologized for his dissatisfaction.

Summary Notes

1/14/2010 15:52:56 Marguerite Duffy 4648

For your information

1/15/2010 09:40:54 Simon Knott 7814

Writer reviewed vehicle history and no real dealer service history. No further action at this time.

1/15/2010 09:41:35 Simon Knott 7814

No Further Action

Summary note rvwed By: Simon Knott on: 01/15/2010 : 09:39:07

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1323329 **Cus Ident** 3054029 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Merrick NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY
Last Sell Dlr 55127 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J46X [REDACTED]
Mileage 11165 **Prod Date** 5/4/2005 **Warr Date** 7/1/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/31/2006 17:37:48	Concetta Ciaccio	4696
	Declined Tow - SRS Light On	07/31/2006 17:39:14	Concetta Ciaccio	4696

Summary Notes

7/31/2006 17:37:39 Concetta Ciaccio 4696

Cust. called via Tele-aid and stated that SRS Malfunction Visit Workshop illuminated in vehicle display. Writer advised for vehicle to be towed to dealer, cust. declined noting that he would be calling the dealer himself and bringing car in for service ASAP. Cust. noted that he may be calling Roadside back to set up tow once he spoke with the dealer. Concetta x4696

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1323405 **Cus Ident** 31215038 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manalapan NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51126 MERCEDES-BENZ OF FREEHOLD FREEHOLD NJ
Last Sell Dlr 51126 MERCEDES-BENZ OF FREEHOLD FREEHOLD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J35X [REDACTED]
Mileage 19153 **Prod Date** 8/23/2004 **Warr Date** 9/30/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/31/2006 18:15:24	Concetta Ciaccio	4696
	Declined Tow - SRS Light On	07/31/2006 18:15:24	Concetta Ciaccio	4696

Summary Notes

7/31/2006 18:15:14 Concetta Ciaccio 4696

Cust. called CAC re: SRS Malfunction Visit Workshop light illuminating in her vehicle. Writer advised that vehicle be towed to dealer. Customer stated that she would be home in 1.5 hours and would call Roadside back via the Teleaid button in the vehicle and have the vehicle towed to dealer. -Concetta x4696

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1337225 **Cus Ident** 28957765 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone (000)000-0000 **Phone Location** Residence

Assign Dlr

Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Last Sell Dlr 05137 BESHOFF MOTORCARS SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J55A [REDACTED]
Mileage 23535 **Prod Date** 9/20/2004 **Warr Date** 6/29/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/09/2006 18:31:46	Concetta Ciaccio	4696

Summary Notes

8/9/2006 18:31:41 Concetta Ciaccio 4696

Cust. called CAC from landline re: SRS malfunction drive to workshop light illuminated on dash in RED. Writer advised that we recommend tow to dlr. Cust. declined tow and said she was driving straight to the dealership now (Concetta x4696)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1483851 **Cus Ident** 1127075 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Cooperstown NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55132 KEELER MOTOR CAR COMPAN LATHAM NY
Last Sell Dlr 55132 KEELER MOTOR CAR COMPAN LATHAM NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]
Mileage 2468 **Prod Date** 4/5/2006 **Warr Date** 6/10/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/23/2006 12:10:29	Concetta Ciaccio	4696

Summary Notes

11/23/2006 12:10:22 Concetta Ciaccio 4696

Cust. contacted CAC on teleaid today re: check engine light and SRS malfunction light illuminated on vehicle. Cust. declined tow for SRS malfunction and will make arrangements to take the car in to the dealership early next week as it is the Thanksgiving Holiday weekend and he will be away from his home area. Cust. noted that he felt the idle was rough, his definition being it was staying steady at 500 (between 0 and 1). Cust. stated he test drove vehicle and it was not hesitating and was shifting properly. Cust. was advised that check engine light could have been as a result of bad gas, gas cap not being tightened securely enough. Cust. will follow up with his dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1107204 **Cus Ident** 28580878 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ewa Beach HI [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 20100 MERCEDES-BENZ OF HONOLUI HONOLULU HI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]
Mileage 2825 **Prod Date** 8/12/2004 **Warr Date** 6/22/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/04/2006 18:56:58	Justin Vanderbeck	7820

Summary Notes

3/4/2006 18:56:33 Justin Vanderbeck 7820

[REDACTED] called in stating that the E500 Was displaying a message regarding is SRS. Writer explained to the customer that he recommend towing the vehicle into the dealership for further evaluation. Write explained that it has something to do with his restrain system and airbags. Customer stated that he did no wish to deal with that at this current time and that he was driving it. Writer explained that he could set up tow and rental, however he would have to seek reimbursement through the dealer for the rental. Writer stated that he would have vehicle brought in to dealership on Monday and that he would drive another vehicle until then. Writer stated that he would document this for the customer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1498369 **Cus Ident** 32388956 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mcdonough GA [REDACTED]
Phone ([REDACTED]) Home **Phone Location** Residence
Assign Dlr

Sell Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA
Last Sell Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 1 **Prod Date** 2/28/2006 **Warr Date** 5/8/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	12/03/2006 18:48:12	Irene Ganssle	6203
	Declined Tow - SRS Light On	02/26/2007 08:04:39	Mustafa Ramani	6269

Summary Notes

12/3/2006 18:48:12 Irene Ganssle 6203
 Roadside - Other [See Roadside Ticket ID: 3047946]
 SRS Visit Workshop

Summary Notes

7/14/2009 11:37:30 Jenna Sussner 4667

Writer spoke with [REDACTED] and updated referral.

7/14/2009 11:44:05 Jenna Sussner 4667

Referral Summary note rvwd By: Jenna Sussner on: 07/14/2009 : 11:43:56

7/22/2009 14:57:23 Vicki Jackson 6331

Writer spoke to customer. Customer was adamant that she wanted to speak Jenna. Jenna was away from her desk so writer warm transferred call to Jennifer B., x-7843.

7/22/2009 14:58:13 Vicki Jackson 6331

Transfer

7/22/2009 17:18:49 Jennifer Burton 7843

Writer spoke with customer. Please see referral.

7/22/2009 17:34:11 Jenna Sussner 4667

Self reminder Date: 07/28/2009 time: 8:00 AM EST

7/28/2009 15:24:26 Jenna Sussner 4667

Writer emailed TS Bob G., and PCA team for update.

7/28/2009 15:24:35 Jenna Sussner 4667

Additional call required Date: 07/29/2009 time: 8:00 AM EST

7/29/2009 15:56:02 Jenna Sussner 4667

Customer spoke with CM Jenni. Note is CA ref. 213147

7/29/2009 15:56:06 Jenna Sussner 4667

Referral Summary note rvwd By: Jenna Sussner on: 07/29/2009 : 15:56:06

9/9/2009 11:34:38 Chris Carter 4663

--Customer re-contacting the CAC requesting update regarding situation. Advised customer the issue is pending with Legal and there is no current information that can be relayed. Customer persistent demanding more info. Customer warm-transferred to Case Manager Jenna that was familiar with customers situation--

9/9/2009 11:34:56 Chris Carter 4663

Transfer

9/9/2009 13:41:43 Jenna Sussner 4667

Writer spoke with customer and updated CA ref. 213147

9/9/2009 13:41:47 Jenna Sussner 4667

Referral Summary note rvwd By: Jenna Sussner on: 09/09/2009 : 13:41:59

Summary Note Information

Mercedes Benz of U.S.A

Note ID 986933 **Cus Ident** 23556903 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 55132 KEELER MOTOR CAR COMPAN LATHAM NY

Last Sell Dlr 55132 KEELER MOTOR CAR COMPAN LATHAM NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X[REDACTED] **World Vin:** WDBUF82J05X[REDACTED]
Mileage 7455 **Prod Date** 12/2/2004 **Warr Date** 1/3/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/05/2005 20:20:29	Steven Shore	6244

Summary Notes

12/5/2005 20:19:12 Steven Shore 6244

Client called through TeleAid and stated that her SRS light is on. Writer advised that we do need to tow the vehicle for safety concerns. Client stated that she will not let us tow the vehicle and she will continue driving the vehicle home, to work etc.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1034428 **Cus Ident** 3621933 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Plainview NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY
Last Sell Dlr 55127 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]
Mileage 11000 **Prod Date** 9/1/2004 **Warr Date** 11/17/2004 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/09/2006 19:34:59	Steven Shore	6244

Summary Notes

1/9/2006 19:34:52 Steven Shore 6244

[REDACTED] stated his SRS light is on. He was advised of a possible problem with his safety system within the vehicle and declined the recommended tow and will continue drive the vehicle

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1099642 **Cus Ident** 26565511 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Las Vegas NV [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV
Last Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 8000 **Prod Date** 1/12/2005 **Warr Date** 3/26/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/27/2006 21:44:34	Steven Shore	6244

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/27/2006 21:44:38	Steven Shore	6244

Summary Notes

2/27/2006 21:44:19 Steven Shore 6244

SRS light on, Mrs. Kim Declined the tow and will drive to the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2854976 **Cus Ident** 31239156 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Swainsboro GA [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 17319 JACKSON AUTOMOTIVE GROU I MACON GA
Last Sell Dlr 17319 JACKSON AUTOMOTIVE GROU I MACON GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX6A [REDACTED]
Mileage 13953 **Prod Date** 2/20/2006 **Warr Date** 3/25/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/31/2008 10:03:12	Steven Shore	6244

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/31/2008 10:03:08	Steven Shore	6244

Summary Notes

10/31/2008 10:02:25 Steven Shore 6244

Primary Phone: (478) 237 - 3789

Current Mileage: 48000

Dealer(s) involved: N/A

Situation: [REDACTED] contacted about his 2006 E320. He Has an SRS malf appearing on his instrumei cluster and would like to know what the SRS is.

Action Taken: [REDACTED] was advised that he she not continue to drive his vehicle with an SRS warning and was explained the SRS system and how it

10/31/2008 10:03:03 Steven Shore 6244

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3201370 **Cus Ident** 36556602 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Newark OH [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 62423 CROWN EUROCARS DUBLIN OH
Last Sell Dlr 62109 MERCEDES-BENZ OF EASTON COLUMBUS OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 37205 **Prod Date** 11/21/2005 **Warr Date** 2/28/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/13/2009 10:02:48	Steven Shore	6244
	Declined Tow - SRS Light On	06/13/2009 10:02:48	Steven Shore	6244

Summary Notes

6/13/2009 10:02:42 Steven Shore 6244
 Primary Phone: (614) 783 - 7345
 Current Mileage: 37205
 Dealer(s) involved: N/A

Situation: [REDACTED] contacted about her 2006 CLS500. She is showing a SRS malf on her instrument cluster and would like to know what she can do for the situation.

Action Taken: [REDACTED] was advised to stop driving her vehicle and to have it towed into the dealer for safety issue. She declined all service and will call her dealer.

6/13/2009 10:02:50 Steven Shore 6244

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1107010 **Cus Ident** 1049126 **Legal** **Note Type** Roadside Assista
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Bethpage

NY [REDACTED]

Phone ([REDACTED])**Phone Location** Residence**Assign Dlr****Sell Dlr** 55107

MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Last Sell Dlr**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110651A [REDACTED]**World Vin:** WDBUF65J65A [REDACTED]**Mileage** 10189 **Prod Date** 9/27/2004 **Warr Date** 10/31/2004 **Model** E320W 2005**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/04/2006 16:08:14	Jennifer Burton	7843

Summary Notes

3/4/2006 16:06:39 Jennifer Burton 7843

SRS light. RAP notified customer of safety issues. Customer stated that she would call for a tow at a later time and will use alternate vehicle in the mean time. jb7843

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1115834 **Cus Ident** 31070334 **Legal** **Note Type** Roadside Assista
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Beach Haven NJ [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ
Last Sell Dlr 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J16X [REDACTED]
Mileage 1115 **Prod Date** 12/7/2005 **Warr Date** 2/7/2006 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/10/2006 17:41:12	Jennifer Burton	7843

Summary Notes

3/10/2006 17:40:56 Jennifer Burton 7843

SRS light. Rap advised customer to tow vehicle and warned of safety issues. Customer stated that she was going to drive vehicle home, contact her husband, and would call RAP once she decided where to have vehicle towed to. jb7843

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1226985 **Cus Ident** 16003527 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Huntington Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 14300 **Prod Date** 1/27/2005 **Warr Date** 3/15/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/26/2006 17:38:03	Jennifer Burton	7843

Summary Notes

5/26/2006 17:37:32 Jennifer Burton 7843

customer stated SRS light. RAP recommended having vehicle towed. Customer declined stating he would drive straight into dealership. jen7843

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1317850 **Cus Ident** 3602348 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Springfield IL [REDACTED]
Phone [REDACTED] **Phone Location** Mobile
Assign Dlr

Sell Dlr 22470 ISRINGHAUSEN IMPORTS, INC. SPRINGFIELD IL
Last Sell Dlr 22470 ISRINGHAUSEN IMPORTS, INC. SPRINGFIELD IL

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 6998 **Prod Date** 5/12/2005 **Warr Date** 9/13/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/27/2006 17:21:50	Jennifer Burton	7843

Summary Notes

7/27/2006 17:21:40 Jennifer Burton 7843

customer stated that vehicle was rear ended. Cust stated that airbags did not deploy and claims that atx contacted him via teleaid to inform him authorities were on the way that it shows that airbags were deployed. Customer stated SRS malfunction light. RAP advised customer to tow. customer declined. jenni7843

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1339049 **Cus Ident** 29419298 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fulton NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 67264 MERCEDES-BENZ OF DEVON DEVON PA
Last Sell Dlr
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J15A [REDACTED]
Mileage 6000 **Prod Date** 11/29/2004 **Warr Date** 9/26/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/10/2006 20:37:11	Jennifer Burton	7843

Summary Notes

8/10/2006 20:37:01 Jennifer Burton 7843
 Customer stated SRS light. RAP advised tow due to safety. Customer declined stating he will call back if further assistance is needed. jenni7843

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1351100 **Cus Ident** 32401008 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED]
Address [REDACTED]

West Hollywood CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 1380 **Prod Date** 4/5/2006 **Warr Date** 5/15/2006 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/18/2006 21:36:48	Jennifer Burton	7843

Summary Notes

8/18/2006 21:36:38 Jennifer Burton 7843

Customer stated that vehicle was recently hit by another vehicle. Customer stated he had repair done to doors a body shop and since repair SRS malfunction. RAP advised tow and notified customer of safety involved. customer declined stating he would take to dealership. jen7843

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1552767 **Cus Ident** 35259055 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Leesburg VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD
Last Sell Dlr 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J35A [REDACTED]
Mileage 18000 **Prod Date** 1/19/2005 **Warr Date** 5/17/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/12/2007 11:46:00	Jennifer Burton	7843

Summary Notes

1/12/2007 11:45:49 Jennifer Burton 7843

[REDACTED] stated SRS light. Writer notified customer of safety involved and recommended tow. Customer declined tow stating that he will set the tow up at a later time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1712730 **Cus Ident** 33298588 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Livonia MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI
Sell Dlr 39106 MERCEDES-BENZ OF NOVI NOVI MI
Last Sell Dlr 22115 MERCEDES-BENZ OF NAPERVI NAPERVILLE IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X96A [REDACTED]
Mileage 21166 **Prod Date** 10/25/2005 **Warr Date** 12/5/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Dealer Ordered Wrong Part	04/10/2007 14:29:36	Jennifer Burton	7843
	Long Wait Time for Part(s)	04/10/2007 14:29:36	Jennifer Burton	7843

Summary Notes

4/10/2007 14:29:19 Jennifer Burton 7843

Customer phoned CAC claiming that vehicle was involved in an accident and has been at collision center since "mid January". Customer claims that wrong part was ordered to repair seatbelt and is requesting assistance for ordering correct part.

Customer claims that Collision center manager is waiting to speak with PM "George Styles" regarding part.

Writer contacted PM George Styles. George referred writer to contact Dave Romacheck in collision.

Writer contacted Dave (248-644-4410). Dave stated that original part ordered was listed wrong parts catalogue. Dave stated that they had "to take apart entire seat belt to get correct part number". Dave stated correct part has been ordered and is due to leave Germany 3/11 with 10 business day ETA because it is considered "hazardous material" due to explosive devise for SRS.

Writer advised customer of above. Customer became frustrated stating that he just spoke with Dave and did not receive the same information. Customer stated he will call back once he speaks with Dave again.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1796259 **Cus Ident** 31403203 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pearland TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX
Last Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX6A [REDACTED]
Mileage 2602 **Prod Date** 2/15/2006 **Warr Date** 4/29/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issu	ATX	06/14/2007 16:38:48	Jennifer Burton	7843

Summary Notes

6/14/2007 16:38:41 Jennifer Burton 7843
Customer phoned CAC claiming "passenger airbag on" indication.
Writer verified somebody in passenger seat and advised normal indication.
Customer request information regarding teleaid.
Writer warm transfer to Bridgett at ATX.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1804257 **Cus Ident** 992612 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Alameda

CA [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dlr

Sell Dlr 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Last Sell Dlr 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]
Mileage 23846 **Prod Date** 7/27/2004 **Warr Date** 10/14/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	06/21/2007 09:29:49	Jennifer Burton	7843
	Roadside Coverage Inquiry	06/21/2007 09:29:55	Jennifer Burton	7843
	Declined Tow - SRS Light On	06/21/2007 09:29:41	Jennifer Burton	7843
Warranty	New Vehicle Limited Warranty Inquiry	06/21/2007 09:29:59	Jennifer Burton	7843

Summary Notes

6/21/2007 09:29:32 Jennifer Burton 7843

Customer stated SRS light. Customer claims he is over 300 miles from home and is inquiring about repairs.

Writer advised customer of safety precautions and recommended tow. Writer advised customer that warranty repairs must be made at authorized dealer and roadside can set up tow to nearest dealer under warranty. Writer provided trip interruption information and advised that if repairs are made at independent facility, warranty can be affected and he will not be eligible for reimbursement for charges.

Customer claims he is going to think about it and will call back if further assistance is needed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2516819 **Cus Ident** 37921717 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Anaheim CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 51300 **Prod Date** 4/21/2006 **Warr Date** 7/5/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	02/25/2008 10:57:41	Jennifer Burton	7843

Summary Notes

2/25/2008 10:56:06 Jennifer Burton 7843

Customer phoned CAC claiming that SRS light and check engine light are on. Customer claims that vehicle was at dealer last month for these same issues (Fastraac indicates service only, no history in VMI). Customer claims that he has had "nothing but issues with vehicle" and request that he be put into a new lease with financial assistance through MBUSA.

Writer apologized and advised Customer that best thing to do would be to have vehicle towed to dealer who performed most recent repairs.

Customer claims that he is not in state of California and will have it towed once he returns claiming vehicle is in garage not being used.

Writer advised Customer that his concerns will be updated and shared and suggested that he speak with Sales Manager about possible options for getting into new lease.

2/25/2008 11:00:22 Jennifer Burton 7843

Writer left VM for SM Christopher.

2/26/2008 12:26:31 Jennifer Burton 7843

SM Chris phoned to advise in 1/07 Customer brought vehicle to dealer for SRS light which dealer could not duplicate. Chris advised that dealer performed regular maintenance.

Writer advised of Customer concerns.

Chris stated that he will give Customer a call to let him know that they will be waiting for his call when he returns California to set up service etc.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1863298 **Cus Ident** 33080784 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Purchase NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 55143 MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY
Last Sell Dlr 55143 MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X26A [REDACTED]
Mileage 15573 **Prod Date** 1/20/2005 **Warr Date** 3/31/2005 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	08/02/2007 20:31:10	Courtney Johnson-Ellerson	7863
	Overall Dissatisfaction with Service	08/02/2007 20:31:10	Courtney Johnson-Ellerson	7863
	Commitments Not Fulfilled As Promised	08/02/2007 20:31:10	Courtney Johnson-Ellerson	7863
Roadside	Declined Tow - SRS Light On	08/02/2007 20:30:32	Courtney Johnson-Ellerson	7863

Summary Notes

8/2/2007 20:30:14 Courtney Johnson-EI 7863

Customer stated they are so aggravated with this vehicle and the service that they have received from MB Larchmont. Writer explained what the SRS light means and the possibility of the airbags not deploying when needed or deploying when not needed. Customer stated "I will take a knife with me and cut it if it does" she state she will take her chances and wait until her next scheduled service. Writer advised customer of closest dealer, customer stated but they wont give me a loaner , writer advised customer to call dealership and they may not have the same practices as the BMW dealer she continually made references to. Writer also provided customer with the number for customer relations (tier 3) to speak with someone as well. Customer asked writer not to relay any of her comments about her disgust with the dealership because she has to go back to them and she must deal with them for service because she bought the vehicle from them. Writer explained again about the light and customer again declined tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3649583 **Cus Ident** 47022829 **Legal** **Note Type** Summary Note
Customer **Address**

Old Bridge NJ

Phone **Phone Location** Mobile
Assign Dlr 51126 MERCEDES-BENZ OF FREEHOLD FREEHOLD NJ
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X **World Vin:** WDBUF87J06X
Mileage 60598 **Prod Date** 12/7/2005 **Warr Date** 1/14/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	03/24/2010 12:43:28	Courtney Johnson-Ellerson	7863
	Personnel Compliment	03/24/2010 12:43:28	Courtney Johnson-Ellerson	7863
Special Programs	Loyalty Survey - Owner Contacted	03/24/2010 12:43:09	Courtney Johnson-Ellerson	7863

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Steering System	Steering System	03/24/2010 12:44:07	Courtney Johnson-Ellerson	7863
Air Bags	Airbag	03/24/2010 12:44:43	Courtney Johnson-Ellerson	7863

Summary Notes

3/24/2010 12:43:02 Courtnay Johnson-EI 7863

#67286901 Loyalty Survey Follow-Up- 1st Attempt- Contacted
What did the customer say?

Writer contacted [REDACTED] who stated he has been contacted by the dealer.

Customer stated his vehicle is currently at the dealer being serviced. Customer stated when the vehicle was towed in there was damage to the steering system and that is currently being worked on. Customer stated the SRS issue will be addressed after the steering concern.

What was your response?

Writer thanked customer for his feedback. Customer thanked writer for following up and stated he has no other concerns.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

3/24/2010 12:45:14 Courtnay Johnson-EI 7863

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2764884 **Cus Ident** 44415866 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Lorton VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J16X [REDACTED]
Mileage 28523 **Prod Date** 11/23/2005 **Warr Date** 12/29/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	08/24/2008 13:51:21	Kathleen Szott	7819

Summary Notes

8/24/2008 13:50:44 Kathleen Szott 7819
 Primary Phone: (703) 709 - 8900
 Current Mileage: 28523
 Dealer(s) involved: N/A

Situation: Albertsina Gibson called to indicate her SRS light is on.

Action Taken: Writer explained the importance of the SRS system. The car has been off for sometime, writer advised her to restart the car and see if the message is still there. If so, she should have the vehicle towed to nearest MB dealership.

8/24/2008 13:50:45 Kathleen Szott 7819
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1288347 **Cus Ident** 24857501 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Encino CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 10000 **Prod Date** 8/9/2005 **Warr Date** 11/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	07/08/2006 12:22:46	Christina Lignos	7830
Tires and Rims	Tire Wear	07/08/2006 12:23:25	Christina Lignos	7830

Summary Notes

7/8/2006 12:22:14 7830
CACU025

Customer called in to express her dissatisfaction with her vehicle. Customer stated she is "NOT HAPPY w/ vehicle" "HAS HAD NOTHING BUT PROBLEMS" "The SRS lights are always on" " "It has defective wheels" "It has defective brakes" " has been in dealer alot" "Transmission problems" states the customers. Writer tried to g customer to expand on these problems stated. Writer asked customer what does she mean by "Defective wheels" customer stated as she was driving the wheel "Blew up" customer stated she called AAA to assist her. Writer asked customer about transmission problems, customer stated she doesn't know she is not a mechanic, write asked customer if there is anything she notices when she is driving, customer stated when she pushes on brake she "feels something." Writer asked customer if vehicle is at dealer now, customer states vehicle has beer there since Thursday 7/6/06 , customer states it is at dealer for SRS lights, which keep going on. Customer state when vehicle went to dealer on Thursday, she was told she will be called the next day, customer did not receive phone call. Writer asked customer if she called dealer to get status of vehicle customer stated "No, I am very busy." At this point writer apologized to customer for her incontinences. Writer explained to customer this is not the MB experience we wish her to have. Writer told customer her to speak to Service Manager at dealer, not Service Advisor, about all issue. Writer told customer her comment will be documented and forwarded to a Tean Leader. Customer stated she "DOES NOT WANT THIS VEHICLE."

7/10/2006 14:58:56 Kathleen Durning 4633

since vehicle is already at the dealership - sending this info as an FYI - customer is very dissatisfied with vehicle performance and warranty repairs to date

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2834643 **Cus Ident** 43180024 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chicago IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL
Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL
Last Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 1787 **Prod Date** 11/18/2005 **Warr Date** 7/20/2006 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	New Vehicle Limited Warranty inquiry	10/16/2008 13:56:31	Christina Lignos	7830

Summary Notes

10/16/2008 13:54:00 Christina Lignos 7830

Primary Phone: [REDACTED] [REDACTED]
 [REDACTED] - [REDACTED] - Girlfriend
 Current Mileage: 1787
 Dealer(s) involved: MB of Orland park

Situation: [REDACTED] phoned CAC for her Boyfriend [REDACTED] who is the owner. [REDACTED] stated Mr. [REDACTED] took vehicle in the dealer for electrical issues, such as back windows not working and ignition issue. [REDACTED] stated the dealer stated to customer the floor boards were wet due to the vehicle being in a flood. Ms. [REDACTED] stated the vehicle was NOT in a flood and the dealer is "LIEING." [REDACTED] insists on having somebody come out to inspect vehicle and demands MB take care of this issue. Writer apologized and stated these comments will be documented and forward onto a specialist for further review. [REDACTED] stated th is not good enough and wants to speak to a manager. Writer stated this is the best course of action for the situation and reiterated [REDACTED] will get a callback.

Action Taken: Writer documented comments and stated a specialist will look into this further and call customer back.

10/16/2008 13:54:15 Christina Lignos 7830

Call back Date: 10/16/2008 time: 18:30:00

10/16/2008 14:19:48 Christina Lignos 7830

Ms. Demar phoned back and stated the electrical issue were SRS light, rear window and front passenger seat.

10/16/2008 18:24:14 Jennifer Burton 7843

No Further Action Summary note rvwd By: Jennifer Burton on: 10/16/2008 : 18:24:13

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1418278 **Cus Ident** 34091773 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Topanga CA [REDACTED]
Phone **Phone Location**

Assign Dlr

Sell Dlr 05752 SILVER STAR A. G. LTD. THOUSAND OAI CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112831X [REDACTED] **World Vin:** WDBUH83JX6X [REDACTED]
Mileage 7400 **Prod Date** 12/15/2005 **Warr Date** 4/23/2006 **Model** E500S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/06/2006 14:54:44	Lisa Bisontis	4613

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seat Belts	Seat Belts	10/06/2006 14:54:56	Lisa Bisontis	4613

Summary Notes

10/6/2006 14:54:28 Lisa Bisontis 4613

Cust called because SRS Malfunction light is on. He declined a tow at this time because he's on vacation with his whole family. He stated he needs an Alt Trans Car before he'd tow it. He was provided the Santa Rosa's dlrsp n to inquire about an Alt Trans car.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1780063 **Cus Ident** 21133571 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Highland Village TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75110 CLASSIC-TYLER MOTORS, INC. TYLER TX

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J36A [REDACTED]
Mileage 26218 **Prod Date** 11/23/2005 **Warr Date** 4/29/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	06/01/2007 15:17:50	Lisa Bisontis	4613

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/01/2007 15:28:00	Lisa Bisontis	4613
Seat Belts	Seat Belts	06/01/2007 15:28:07	Lisa Bisontis	4613

Summary Notes

6/1/2007 15:17:50 Lisa Bisontis 4613
 Roadside - Other [See Roadside Ticket ID: 3252863]
 6/1/2007 15:27:26 Lisa Bisontis 4613

Red warning for Restraint Malfunction/ SRS. Customer declined tow to dlrsp. Agent arranged ATX to call customer to arranged a service with Park Place Motocars of Bedford TX for a Service next week for issue.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1769159 **Cus Ident** 30881653 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pembroke Pines FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14123 MERCEDES-BENZ OF PEMBRO PEMBROKE PIN FL

Last Sell Dlr 15311 CROWN EUROCARS INC. SAINT PETERSE FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 27689 **Prod Date** 11/11/2004 **Warr Date** 12/20/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	05/23/2007 19:14:01	Helen Sullivan	4614

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/23/2007 19:13:49	Helen Sullivan	4614

Summary Notes

5/23/2007 19:13:41 Helen Sullivan 4614

customer stated srs malfunction light on writer explained it was the supplement restraint system malfunction, which was a safety issue regarding airbags - writer recommended vehicle should be towed. customer stated vehicle was driving fine -will drive it home & have her husband bring veh. in for service tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2868893 **Cus Ident** 948851 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Encino CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05171 MERCEDES-BENZ OF ENCINO ENCINO CA
Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA
Last Sell Dlr 05703 AUTO STIEGLER, INC. ENCINO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 31162 **Prod Date** 6/15/2004 **Warr Date** 8/23/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/11/2008 10:17:05	Anne Larson	6319

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seat Belts	Seat Belts	11/11/2008 10:16:46	Anne Larson	6319

Summary Notes

11/11/2008 10:16:11 Anne Larson 6319
 corr # 368392 [REDACTED] sent letter requesting reimbursement for repair of SRS issue that occurred while under warranty. customer states that this was verbally relayed to dealer in 7-08, yet the RO does not show this issue. On 8-23-08, when the issue occurred again, the vehicle was o/o warranty.
 11/11/2008 10:16:23 Anne Larson 6319
 No Escalation Required
 11/11/2008 10:35:15 Anne Larson 6319
 writer left v/m for Donald, D., SM for input.
 11/11/2008 14:43:14 Anne Larson 6319
 SM, Don D., left v/m for writer to call back
 11/11/2008 15:57:08 Anne Larson 6319
 SM advised writer he would research and get back to me .
 11/13/2008 13:33:50 Anne Larson 6319
 writer left v/m for Donald D., SM to follow up on his decision

Summary Notes

11/17/2008 12:05:55 Anne Larson 6319

writer spoke to Donald D., SM, who will call customer now and get back to me.

12/18/2008 19:00:34 Anne Larson 6319

11-19-08: letter sent to [REDACTED]:

November 19, 2008

[REDACTED]
Encino, CA [REDACTED]

Subject: Model: 2005 E320W
Serial No: WDBUF65J65A [REDACTED]

Dear [REDACTED]

Thank you for your recent letter.

Upon receipt we contacted Donald Dorion, Service Manager with Mercedes-Benz of Encino who confirmed the vehicle's computer did not reflect an issue with the Safety Restraint System (SRS). Mr. Dorion also advised that there would not be an offer of Post Warranty Assistance at this time.

If you have any further questions, Mr. Dorion invites you to call him directly at 818-788-0234.

[REDACTED], we also believe that the facts and circumstances support our response as a reasonable one.

Sincerely,

Annie L.
Mercedes-Benz USA, LLC

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3292895 **Cus Ident** 43108705 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Porter Ranch CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05179 MERCEDES-BENZ OF CALABAS CALABASAS CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Last Sell Dlr 05179 MERCEDES-BENZ OF CALABAS CALABASAS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 63971 **Prod Date** 6/14/2004 **Warr Date** 7/26/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	08/10/2009 13:10:58	Carl Castrovinci	6380
Customer Comments / Su	Customer requesting buyback	08/10/2009 13:11:11	Carl Castrovinci	6380

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/10/2009 17:23:13	Rosemary Robinson	7809
Air Bags	Airbag	08/10/2009 17:23:39	Rosemary Robinson	7809

Summary Notes

8/10/2009 13:10:28 Carl Castrovinci 6380
 Primary Phone: (818) 929 0450
 Current Mileage: 63971
 Dealer(s) involved: 05179

Situation: [REDACTED] called in stating that his daughter is the driver of this 05 E320 which has had several problem with the electrical system. Cust claims that this vehicle has been back to MB of Calabasas 6-7x for this and hasr been resolved. Cust claims that he has gone to Dlr. requesting to speak with owner and hasn't been allowed to c so.

On Sat. Aug. 10, [REDACTED] son in law was involved in a accident where a truck in front of him slammed on the brakes and he slammed in to the rear of the truck. Cust claims that the airbags didn't deploy and the seat belt didn't lock up. [REDACTED] believed that this is due to the electrical issues with car. Cust stated that car was drivabl and needs to be fixed and wants MB to take car back for another car after car has been repaired.

Action Taken: Writer advised that this will be documented and forwarded to a CM for review and he will receive a call back.

Summary Notes

8/10/2009 13:11:23 Carl Castrovinci 6380

Call back Date: 08/10/2009 time: 2:45 PM EST

8/10/2009 15:17:51 Rosemary Robinson 7809

Writer contacted [REDACTED] on [REDACTED] and he advised that he would contact writer back from another phone number. writer awaits [REDACTED] call.

8/10/2009 15:19:08 Rosemary Robinson 7809

Self reminder Date: 08/10/2009 time: 6:00 PM PST

8/10/2009 15:37:25 Roger Ramnarine 4684

Cust called back requesting Rose, agent advised cust that CM, Rose was not avail. and to leave a VM. Cust agreed

8/10/2009 15:37:39 Roger Ramnarine 4684

Transfer

8/10/2009 17:23:08 Rosemary Robinson 7809

[REDACTED] contacted writer and stated his Son in law was driving this vehicle , the vehicle was in accident.. where the back of a Semi/tractor trailer was hit, and the airbags did not deploy.

The son in-law on the way to the Hospital because [REDACTED] grandson was in a bicycle/BMX racing accident an was air lifted to the hospital.

[REDACTED] then stated that in the past the vehicle has had so many electrical problems ,and he believes that the accident could have contributed to the airbags not deploying.

The Son in law continued to drive the vehicle to the Hospital, and then after to a friends home.

[REDACTED] expressed that he does not want his daughter in the vehicle any more and would like MBUSA to assist.

Writer apologized and accident, and that MBUSA would be happy to assist. Writer requested personal insurance a police report, photos and [REDACTED] was not prepared for this he s stated " I just want Mercedes to put my daughter in safe car".

[REDACTED] did not have all of the specifics and expressed that he, may have to call his attorney. Writer apologized that he felt that way. Although writer provided MBUSA address: 3 Mb drive Montvale NJ

Writer advised that at this juncture , MBUSA would recommend to have the vehicle brought into a Authorized Mb dealership, or Body shop to have the vehicle reviewed, to determine non deployment of the air bags in order to assess the vehicle.

8/10/2009 17:25:20 Rosemary Robinson 7809

[REDACTED] expressed " Im not sure what to do., I may call back."

Writer will send this sum note to the dealership, SPOM, and product compliance for review, just incase [REDACTED] calls back.

8/10/2009 17:26:03 Rosemary Robinson 7809

Customer Contacted Summary note rwwed , and a NTMT sent.
No further action at this time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2790728 **Cus Ident** 29600879 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Indianapolis IN [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 14272 **Prod Date** 2/4/2005 **Warr Date** 7/31/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/13/2008 08:09:15	Jung Kim	4641

Summary Notes

9/13/2008 08:09:03 Jung Kim 4641
 Primary Phone: (317) 253 - 3831
 Current Mileage: 14272
 Dealer(s) involved: N/A

Situation: Customer stated the SRS light is on her vehicle.

Action Taken: Writer advised customer that the vehicle should be towed because there is an issue with the sensors for the airbags. Customer stated there is a dealer close by and she will drive it there and try and get a rental or loaner from them. Writer verified the address and tel# for customer.

9/13/2008 08:09:05 Jung Kim 4641

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2907451 **Cus Ident** 44613015 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Highlands NC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA
Last Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 25594 **Prod Date** 10/10/2005 **Warr Date** 10/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/09/2008 16:20:27	Jung Kim	4641

Summary Notes

12/9/2008 16:20:19 Jung Kim 4641
 Primary Phone: (404) 467 - 9701
 Current Mileage: 25594
 Dealer(s) involved: N/A

Situation: SRS light displayed.

Action Taken: Writer advised customer to have vehicle towed since the airbag sensors are not functioning, it is a safety issue. Customer declined tow and stated she will drive it to service.

12/9/2008 16:20:21 Jung Kim 4641

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3406510 **Cus Ident** 45373401 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cedar Hill TX [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 04100 MERCEDES-BENZ OF NORTHW FAYETTEVILLE AR
Sell Dlr 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]
Mileage 62000 **Prod Date** 8/25/2005 **Warr Date** 9/29/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	10/15/2009 14:01:21	Jung Kim	4641
	Personnel Issues or Complaints	10/15/2009 14:01:21	Jung Kim	4641
	Overall Dissatisfaction with Service	10/15/2009 14:01:21	Jung Kim	4641
	Excessive Wait for Vehicle Repair	10/15/2009 14:01:21	Jung Kim	4641
	Dealership Did Not Appreciate Customer	10/15/2009 14:01:21	Jung Kim	4641
Roadside	Declined Tow - SRS Light On	10/21/2009 12:49:26	Jennifer Burton	7843

Summary Notes

10/15/2009 14:00:40 Jung Kim 4641

What did the customer Say? [REDACTED] stated he experienced the worst service from DLR 04100, they never have his info after it was provided many times , appointments not registered, and no loaners/rentals provided at all. Customer stated currently the SOS, SRS, window motor, and new tire that was purchased from dealer is constantly loosing air. Customer stated he spoke to the SrvD(Josh) and nothing has changed.

What was your response? Writer advised his concerns will be noted and forwarded to a CM for review and as requested a callback on his cell.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by timezone):

Customer's preferred callback number:

10/15/2009 14:01:40 Jung Kim 4641

Call back Date: 10/15/2009 time: 2:45 PM CST

10/15/2009 16:02:15 Jennifer Burton 7843

Writer left VM for [REDACTED] at [REDACTED] providing 800#/ext.

Summary Notes

10/15/2009 16:02:21 Jennifer Burton 7843

Additional call required Date: 10/15/2009 time: 4:45 PM EST

10/21/2009 12:49:11 Jennifer Burton 7843

Writer spoke with [REDACTED] Customer stated that he appreciates Writer calling again however he "just does not care anymore and will never buy another MB again". Customer stated that he drives "5 hours to Dallas so that he can be provided with loaner". Customer voiced dissatisfaction with after market ELW company stating that they require payment up front.

Writer apologized. Writer advised customer that dealers are independently owned and operated and responsible for setting their own loaner policies. Writer advised customer that MBUSA is unable to get involved with after market ELW's as they are through different companies not affiliated with MBUSA. Writer empathized.

Writer inquire if SRS, SOS and other mentioned issues are still remaining.

Customer stated yes.

Writer advised customer of safety concerns regarding SRS light on and recommended tow. Customer declined.

Customer stated that he "just doesn't care and does not want Writer/MBUSA to do anything".

Writer inquire how Writer can assist, how MBUSA can assist.

Customer stated nothing. Customer thanked Writer for calling and stated that he does not want MBUSA to assist and that he is certain that he will not purchase another Mercedes.

Writer assured Customer that his dissatisfaction and comments will be documented and shared.

10/21/2009 13:08:36 Jennifer Burton 7843

No Further Action

Summary note rwwed By: Jennifer Burton on: 10/21/2009 : 13:08:26

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 3439696 **Cus Ident** 23081121 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Silver Spring MD [REDACTED]

Phone [REDACTED] **Phone Location** Mobile**Assign Dlr** 34203 EURO MOTORCARS, INC. BETHESDA MD**Sell Dlr** 34203 EURO MOTORCARS, INC. BETHESDA MD**Last Sell Dlr** 34203 EURO MOTORCARS, INC. BETHESDA MD**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 17955 **Prod Date** 4/12/2005 **Warr Date** 9/27/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/06/2009 11:25:21	Jung Kim	4641

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/06/2009 11:25:28	Jung Kim	4641
Air Bags	Airbag	11/10/2009 12:38:55	Romy Parekh	7832

Summary Notes

11/6/2009 11:25:14 Jung Kim 4641

What did the customer say? [REDACTED] inquired about her warranty, she was advised it had expired. Customer stated the SRS light is on and her vehicle has very low mileage and is seeking PWA.

What was your response? Writer advised her concerns will be noted and did confirm that the NVLW has expired on 9/25/09' or 50K miles. Her concerns will be forwarded to a CM for review and a callback within 24 hours as requested.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

11/6/2009 11:25:29 Jung Kim 4641

No Escalation Required

Summary Notes

11/10/2009 12:01:24 Paula Brown 4680

██████████ called stating someone was to call her back regarding PWA - SRS light on. She has been waiting since Friday and would like to speak with someone.

Writer warm transferred customer to Romy CM for further assistance.

11/10/2009 12:01:36 Paula Brown 4680

Transfer

11/10/2009 12:23:43 Romy Parekh 7832

Writer received warm transfer from above Customer Care Rep. - Paula.

11/10/2009 12:34:49 Romy Parekh 7832

Customer reiterated concerns, claiming "I know this vehicle is outside of factory warranty since September but it's just over 17,000 miles. Can Mercedes extend any assistance towards repair?"

Writer apologized for customer's experiences, thanked customer for patience [since call last week wasn't forwarded] - customer understood and appreciated any assistance.

Writer confirmed NVLW terms [4yrs/50K miles; whichever comes first] has expired since 9/27/09. Also, assuring customer there are no active campaign(s), nor any issued, regarding this matter. Writer inquired if dealership had opportunity to make an assessment on vehicle yet.

Customer claimed, "I called Euro Motorcars my selling / servicing dealer and they told me I would be charged and I hope it isn't too expensive? What can Mercedes do to help because I wouldn't think a SRS system malfunction would occur this early?"

Writer advised customer that Post-Warranty Assistance is reviewed on a case-by-case basis by Dealership Management and MBUSA has trust in dealer to determine consideration based on vehicle terms, dealership relation, etc.

Writer assured customer her comments will be noted, moreover writer will relay PWA request to SrVM for possible consideration to SrVM however unable to guarantee any consideration can be given - customer understood.

Both parties thanked one another and disconnected call.

11/10/2009 12:38:41 Romy Parekh 7832

Writer contacted Euro Motorcars in Bethesda, MD and spoke with SrVM - Jim M. regarding the above 'PWA request'.

SrVM agreed with writer, dealership unable to make assessment until diagnosis performed at an MB Center and suggested customer contact their Service Center to make appointment arrangements as needed.

SrVM acknowledged ██████████ being original owner(s), as well as, service history at their facility however will review further upon vehicle diagnosis.

Writer noted accordingly.

11/10/2009 12:43:48 Romy Parekh 7832

Writer contacted ██████████ or ██████████ to relay above conversation writer had with SrVM - Jim [agreed to review further upon vehicle assessment].

Customer understands, claiming "I know I have to get the car there first for them to see what's wrong, I will give them a call and make arrangements. Thanks for your assistance."

Both parties thanked one another and disconnected call.

11/10/2009 12:44:25 Romy Parekh 7832

NTMT

Writer sent NTMT to dealer - Euro Motorcars in Bethesda and AOM. Summary note reviewed By: Romy Parekh on: 11/10/2009 : 12:44:04

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3538049 **Cus Ident** 4895741 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Randolph MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA
Last Sell Dlr 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 29604 **Prod Date** 8/19/2005 **Warr Date** 9/30/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/11/2010 15:35:23	Jung Kim	4641
Fulfillment/Customer Req	Request for Name/# of Local Dealer	01/11/2010 15:35:28	Jung Kim	4641

Summary Notes

1/11/2010 15:35:19 Jung Kim 4641

What did the customer say? [REDACTED] stated the SRS light came on and wanted to know local MB dealer in SC.

What was your response? Customer was provided the dealer's info and advised it should be towed there, customer declined tow.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

1/11/2010 15:35:30 Jung Kim 4641

No Escalation Required

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 2583778 **Cus Ident** 35312043 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Trenton

NJ [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 14302

MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Last Sell Dlr**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2193751A [REDACTED]**World Vin:** WDDDJ75X16A [REDACTED]**Mileage** 43139 **Prod Date** 3/17/2005 **Warr Date** 4/28/2005 **Model** CLS500i 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/13/2008 21:01:35	Victoria Lirovich	4605
Airbag / Restraint System:	Airbag Inquiry	04/13/2008 21:01:58	Victoria Lirovich	4605
	OCS Airbag (chime) complaint	04/13/2008 21:01:58	Victoria Lirovich	4605

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/13/2008 21:01:39	Victoria Lirovich	4605

Summary Notes

4/13/2008 21:00:38 Victoria Lirovich 4605

Primary Phone: (609) 977 - 1081

Current Mileage: 43139

Dealer(s) involved: N/A

Situation: car was involved in car accident, light came on, but airbags didn't deploy, customer wants to know why did they not deploy

Action Taken: writer took information down and promised call back from customer relations.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2880174 **Cus Ident** 43790323 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Richmond CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA
Sell Dlr 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA
Last Sell Dlr 05641 MERCEDES-BENZ OF PLEASANTON PLEASANTON CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 38583 **Prod Date** 12/21/2005 **Warr Date** 2/11/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/19/2008 15:14:23	Mary Marten	6328
	Overall Dissatisfaction with Quality	11/19/2008 15:14:23	Mary Marten	6328
Internet	Internet Inquiry	11/19/2008 15:09:01	Mary Marten	6328

Summary Notes

11/19/2008 15:08:56 Mary Marten 6328
 corr 369322
 Customer sent the following email to the CAC
 Comments:
 We have had three Mercedes. Right now we have a 2006 E350. It has been in for service 3 times in the last two weeks, since Nov. 5. Twice, the check engine light came on the next day after servicing. It is currently at the Walnut Creek dealership. In October we needed a brake job and also found out that there was no fluid in one ball joint and it had to be replaced. There were also issues with the fan belt and pullies were replaced. Previously we had a C240 and experienced none of these problems. Do we have a lemon? My husband has missed several hours of work in order to get the car in and pick it up. We have another year and a half on the lease and we are currently questioning if we will consider another Mercedes in the future.

11/19/2008 15:08:57 Mary Marten 6328
 No Escalation Required

11/19/2008 15:14:04 Mary Marten 6328
 Writer left message for SD, Alan advising of customers concerns and requesting any feedback he may have

11/20/2008 13:40:45 Mary Marten 6328
 Alan contacted writer and supplied VIN for vehicle. Alan advised that the work that the customer refers to in the email was not performed at his dealer it was done at MB of Oakland. Alan advised customer was in recently for center console, SRS, and check engine light.

11/20/2008 13:42:37 Mary Marten 6328
 Writer left message for customer acknowledging receipt of email and inviting her to call back at her convenience

Summary Notes

11/20/2008 13:45:12 Mary Marten 6328

Dear [REDACTED]:

Thank you for contacting Mercedes-Benz USA.

I have attempted to reach you without success. Please feel free to contact me at your convenience at 1-800-367-6372 extension 6328.

I look forward to hearing from you.

Mary M.
Mercedes-Benz USA, LLC

11/21/2008 15:33:32 Mary Marten 6328

[REDACTED] contacted writer to share his concerns with the amount of repairs that have been performed on his vehicle recently. Customer inquiring if this was all related to the pulley's etc.

Writer suggested reviewing history with SM who may have more insight

Writer regret experience and supplied 800# for future

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3613816 **Cus Ident** 46407531 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Broomfield CO [REDACTED]

Phone ([REDACTED]) **Phone Location** Mobile

Assign Dlr

Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 68500 **Prod Date** 11/26/2004 **Warr Date** 2/3/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	03/02/2010 16:20:41	Mary Marten	6328

Summary Notes

3/2/2010 16:20:37 Mary Marten 6328

corr 410174
 Customer sent the following email to the CAC
 Vehicle Information:
 VIN: WDBUF65J15A [REDACTED]

Comments:

I am the proud owner of a 2005 E320, however, I now have a problem. This model has had an issue with the wiring harness for the SRS since its inception. Mercedes-Benz is aware of this problem, as referenced in DTB P-B-91.60/99e JAN06. Considering the date of the DTB, MB has obviously made numerous repairs to vehicles under warranty. My problem arises because at 68500 miles and 5 years, my car is clearly out of standard warranty, and just experienced this problem. Considering this is a safety issue, that MB is obviously aware of, and is far beyond the control or prevention of an owner, I feel there should be a good faith effort to repair the problem. My reasons for purchasing the car in the first place is MB's reputation for safety, reliability and longevity, and this clearly comes into question with this problem. Westminster MB in Colorado quoted me a price of over \$600.00 to repair the issue, with no discount because of a known safety issue. I await someone's response.

3/2/2010 16:20:43 Mary Marten 6328

No Escalation Required

3/2/2010 16:25:31 Mary Marten 6328

Writer left vm for SM Dave Mullen to advise of email and request any feedback he may have

3/3/2010 10:06:52 Mary Marten 6328

Writer received vm from SM Dave advising that the vehicle was brought in from Stevenson Lexus of Frederick on 2/25/10. AM advised that they inspected the vehicle and found code 9103 where it needs wiring repair for driver's side airbag. SM advised that the repair wasn't covered by the customer's ELW. SM added that the vehicle may have been purchased by the customer from the Lexus dealer where he purchased the ELW

Summary Notes

3/3/2010 12:41:16 Mary Marten 6328

Writer attempted to reach customer at

██████████ Writer left message acknowledging receipt of email and inviting the customer to call back at his convenience

██████████ Received vm but no message left

3/3/2010 12:45:54 Mary Marten 6328

Dear ██████████:

Thank you for contacting Mercedes-Benz USA.

We appreciate the time you have taken to contact us but regret to hear of your dissatisfaction. I have attempted to reach you without success, please feel free to contact me at your convenience. I may be reached at 1-800-367-6372 extension 6328 Monday thru Friday 9AM to 5PM EST.

Best regards,

Mary M.
Mercedes-Benz USA, LLC

3/3/2010 12:47:07 Mary Marten 6328

Please note writer reviewed customer is 4th owner vehicle currently has no outstanding service or recall campaigns

3/5/2010 14:01:08 Mary Marten 6328

Customer left message requesting a call back on Friday 3/5/10 before noon writers time since he worked a late shift and would only be up until that time

3/5/2010 14:04:45 Mary Marten 6328

Dear ██████████

Thanks for getting back to me here at Mercedes-Benz USA.

I'm sorry I missed your return call and was unable to reach out to you before noon my time. If you would be so kind as to let me know when I can try you again on Tuesday March 9th I will be happy to contact you then.

Thank you again for your patience.

Best regards,

Mary M.
Mercedes-Benz USA, LLC

3/5/2010 14:43:11 Mary Marten 6328

Customer sent the following email No response necessary since writer just sent the above email Thank you for your response - I work the night shift and sleep during most of your workday. I will stay up on Thursday morning until 10AM your time. Please call first thing Thursday morning

303-404-0281

Thank You

██████████

3/9/2010 10:12:44 Mary Marten 6328

corr 411045

Customer sent the following email to the CAC Tuesday the 9th - i will stay awake until 10 AM your time

Summary Notes

3/9/2010

10:24:42

Mary Marten

6328

Writer contacted customer and apologized for phone tag and email tag.

Writer let customer know that she was in receipt of his email regarding the wiring harness concern

Writer let customer know that currently the vehicle didn't have any outstanding service campaigns or recalls

Customer alleges that MB has known about this concern since January of 2006 referring to a dealer technical bulletin and that he feels it must be a "design flaw" and MB should take care of this in good faith.

Customer claims that he knows MB would take care of it if he purchased the vehicle as a CPO but since he bought it from an independent he feels as if he's out of luck.

Writer reviewed with customer that a dealer tech bulleting was a set of instructions for technicians

Writer advised she is unable to cover the repair.

Customer was dissatisfied with the response requesting to speak with someone else

Writer advised that there wasn't a further escalation process and she reported to the CEO

Customer advised he would be going to the FED's and ended the call

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1919087 **Cus Ident** 16392990 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Roswell GA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112651A [REDACTED] **World Vin:** WDBUH65J15A [REDACTED]
Mileage 36463 **Prod Date** 6/24/2004 **Warr Date** 8/6/2004 **Model** E320S 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	09/04/2007 11:16:20	Jessica Redzia	6262

Summary Notes

9/4/2007 11:16:15 Jessica Redzia 6262

Jeff,
 Here are the photos I told you I'd send. The car has been brought over to the RBM of Atlanta/Roswell today as I understand it. The engine is making a lot of noise and there is an apparent oil leak that occurs only when the engine is running. As I mentioned during our conversation, my main concern is the safety of this vehicle and the restraint system malfunction light occurring at the time of the accident. I do not want my family in a car with an inoperable safety airbag system. Certainly unsure whether or not it would have made a difference whether the airbag would have helped , but my wife has been diagnosed with a detached retina as a result of her head striking the steering wheel. This may require surgery to repair. She can mostly see out the eye still, but has significant problems doing so. The doctor hopes it reattaches itself over the next 6 weeks, but isn't sure if that will happen. We are still waiting for the catscan results to see what else may be going on due to the head blow. So we are bringing this safety issue up for good reason.

Please call me if you need the number to the collision repair company dealing with the body work.

Thanks.

[REDACTED]

Summary Notes

9/4/2007

11:16:46

Jessica Redzia

6262

CORRES 331910

Writer received photos for referral 202292. Photos have already been forwarded to PCA by SPOM.

Writer will print photos and send to imaging.

Summary Notes

12/3/2008 12:03:45 Jessica Redzia 6262

December 3, 2008

[REDACTED]
Suite [REDACTED]
Los Angeles, CA [REDACTED]

Fax: [REDACTED]

Subject: Model: 2006 CLS500C
Serial No: WDDDJ75X16A [REDACTED]

Dear [REDACTED]

Thank you for your correspondence.

It is our company policy that proof of ownership is required to obtain warranty history as such information is proprietary to the vehicle's owner. Please submit a copy of the title , registration card, or insurance card. Once the requested documentation is received it will be our pleasure to send you the warranty history.

You can fax the information to (201) 476-6213 or send it via standard mail to:

Mercedes-Benz USA
Customer Assistance Center
3 Mercedes Drive
Montvale , NJ 07645

We look forward to hearing from you.

Sincerely,

Jessica R.
Case Manager

Corres. 370556
Sum note: 2898517

12/11/2008 18:50:43 Jessica Redzia 6262

CORRES 371607

[REDACTED] sent a letter via fax with registration card attached. Card shows [REDACTED] as lessee.

Writer called (213)-246-7737 and spoke with customer who advised his son is the lessee and that he requested warranty history for his son. Customer requested letter be sent to his son at the same address.

Summary Notes

12/11/2008 18:57:11 Jessica Redzia 6262

December 11, 2008

[REDACTED]
[REDACTED]
Los Angeles , CA [REDACTED]

Subject: Model: 2006 CLS500C
Serial No: WDDDJ75X16A [REDACTED]

Dear [REDACTED]:

Thank you for your recent inquiry.

While we do not have the full maintenance records or actual invoice copies to provide (these are kept at the dealership performing the work), below is the warranty history of repairs covered by Mercedes-Benz USA, LLC.

Date	Mileage	Dealership	Description
03/06/2007	25,734	Encino, CA	Seal Ring, High Pressure Line, Steering Gear
03/06/2007	25,734	Encino, CA	Plastic Fender Lining, Rear Fender Inside Right
05/17/2006	16,136	Encino, CA	Position Sensor, Crankshaft
04/13/2006	14,392	Encino, CA	Control Unit, SRS , Airbag/emergency Tensioning Retractor
04/05/2006	14 ,312	Encino, CA	Contact Sensor, Electric Central Locking
10/03/2005	5,942	Encino, CA	Sensor, Rotation Angle

We hope this information is helpful. Best wishes to you for your future safe and pleasant driving!

Sincerely,

Jessica R.
Case Manager

Corres. 371607
Sum note: 2898517

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2952116 **Cus Ident** 43398192 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lake Forest CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA
Last Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 19417 **Prod Date** 3/2/2006 **Warr Date** 4/28/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	01/09/2009 18:58:01	Jessica Redzia	6262
	Vehicle Damaged by Dealer/RAP tech.	01/09/2009 18:58:01	Jessica Redzia	6262
Internet	Internet Inquiry	01/09/2009 18:57:35	Jessica Redzia	6262

Summary Notes

1/9/2009 18:57:31 Jessica Redzia 6262

No Escalation Required Comments:

To whom it may concern, I had dropped off my car on Dec. 26,2008 at Laguna Niguel Mercedes Benz for a service appoinment. The reason for the service, I was hearing a creaking noise coming from the center console this noise appeared after my car was serviced by the same dealer for a SRS light that came ON. Upon dropping off the car for service that day I had two other things that I mentioned to the service advisor about, one of which was suspension noise that I heard coming from driver side when driving over speed bumps, and the other to rota my tires. To make a long story short, my car was kept for a week,I had to cancel my family vacation. I got the car back without the creaking noise being fixed and the tires were not rotated, to make matters worse there is a paint chip and scratch on the front hood and the front rim where the noise was coming from has a curb rash. I called and left a message for Richard Yule and I have not heard back from him. This has been a horrible experience

1/9/2009 19:03:35 Jessica Redzia 6262

Writer called SM, Richie, and left a message requesting he contact me regarding customer's e-mail.

Summary Notes

1/13/2009

14:06:57

Jessica Redzia

6262

Writer received a call from SM who advised he did not receive a message from customer. SM stated if customer has outstanding concerns she is welcome to contact them to set up a service appointment so they can be addressed.

Dear [REDACTED],

Thank you for your e-mail.

We regret the circumstances that prompted you to contact us. Please be assured that your comments have been shared appropriately.

Upon receipt, we contacted Richard Uhl, Service Manager, at Mercedes-Benz of Laguna Niguel to make him aware of your outstanding concerns. Mr. Uhl advised that he did not receive a message from you regarding this matter. However, he invited you to contact their Service Department at (949) 347-3700 to schedule a time that is convenient for you to have the vehicle concerns addressed at their facility.

[REDACTED], we appreciate the opportunity to respond and extend our best wishes to you for future safe and pleasant driving.

Sincerely,

Jessica R.
Mercedes-Benz USA

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1926837 **Cus Ident** 5581433 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New Vernon NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]
Mileage 36125 **Prod Date** 9/23/2004 **Warr Date** 1/15/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/10/2007 10:28:40	Stephen Quinones	6261

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/10/2007 10:28:44	Stephen Quinones	6261

Summary Notes

9/10/2007 10:28:34 Stephen Quinones 6261

Customer phoned CAC stating dissatisfaction with vehicle's safety.

Customer claims she witnessed her vehicle be hit by another vehicle. Customer claims that the airbags did not deploy and that glass was shattered everywhere in which she believe the glass would be "shatter proof."

Customer stated "My confidence in the vehicle is shaken." Customer claims she is a loyal customer in which she requested to be taken out of her lease. Upon requesting this, customer requested time for review due to "holding a 2007 vehicle to be traded into. Customer added that she wished to be compensated with a loaner for the downtime of the vehicle.

Writer apologized for customer's experience and advised customer that the airbags would not deploy in the vehicle if no one was in the vehicle. Writer added that though the glass in the vehicle is not regular glass, it is no entirely "shatter proof."

Writer advised customer to speak with SM at dealership as he is in the best position to review her concerns about receiving a loaner vehicle. Writer advised her concerns would be documented and shared.

Summary Notes

9/10/2007 10:34:46 Stephen Quinones 6261

Writer phoned SPOM Mike Willard in regards to above.

SPOM advised that referral would not be needed in which she was not entitled to a buyback for her vehicle. SPOM advised that this issue involves outside influences in which the vehicle acted as designed. SPOM advised customer speak with SM for any form of compensation regarding a loaner vehicle or for any consideration in regards to a trade in.

9/10/2007 10:40:28 Stephen Quinones 6261

Writer left VM with customer to inform of above.

9/10/2007 12:53:03 Robyn Letz 6209

CORR # 332566 customer sent letter about her concerns as discussed above. Writer called Gary Bowne, left message asking for his additional guidance in these circumstances.

Issue

9/10/2007 15:29:53 Stephen Quinones 6261

Customer called back in regards to above.

Writer advised her a position has been made in which she will not be taken out of her lease. Writer advised that any consideration for an upgrade could be discussed with the dealership.

9/10/2007 15:40:37 Robyn Letz 6209

From Gary Bowne:
Hi Robyn,

Airbags will only deploy if the ignition is on- they will not deploy in parked car. As for the glass "shattering", we would need to see photos of vehicle damage to comment.

9/10/2007 16:21:42 Robyn Letz 6209

From SPOM:
Robyn,

I told Chris to contact. We will not take her out of the vehicle.

Thanks,

Michael P. Willard
Service and Parts Operation Mgr

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3583429 **Cus Ident** 30412903 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fallbrook CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Mobile

Assign Dlr 05749 HOEHN MOTORS, INC. CARLSBAD CA

Sell Dlr 05749 HOEHN MOTORS, INC. CARLSBAD CA

Last Sell Dlr 05749 HOEHN MOTORS, INC. CARLSBAD CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 48000 **Prod Date** 11/8/2005 **Warr Date** 12/18/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/10/2010 16:45:53	Stephen Quinones	6261
Advocating for Customer	Vehicle - Advocated	02/12/2010 16:15:13	Justin Haase	6302

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/10/2010 16:45:55	Stephen Quinones	6261

Summary Notes

2/10/2010 16:45:45 Stephen Quinones 6261

What did the customer say?

██████████ phoned the CAC requesting PWA towards a repair needed for the "Airbag Harness" on his vehic

Customer alleges since purchasing his vehicle he has had an intermittent issue with an "SRS light coming on every 3-4 months." Customer claims recently it came on and has stayed solid, in which he brought it into Hoehn Motors for inspection 2 weeks ago. Customer alleges his SvcA Rick advised him his vehicle was outside of warranty and his 3rd party extended warranty would not cover the repair for the "harness of his airbag being that emits too much pressure." Customer was quoted price of \$680 to repair.

Customer believes this is a "safety related issue" and feels MB should contribute towards the repair. Vehicle is currently at customer's home and he has not spoken to SvcMgr.

What was your response?

Writer apologized for customer's concerns and clarified there are no outstanding recalls on the vehicle in this regard. Writer additionally clarified that outside the terms of the NVLW (4yrs/50k) any repair costs incurred would normally be at the owner's expense. Writer advised his request would be forwarded to a CM for further review in which writer advised no guarantee could be made regarding the possibility of assistance being given.

What commitment(s) did you make to the customer (including timeframe)? Writer advised of CLB within 24-48hrs due weather.

Customer's preferred callback date/time (by Time Zone):
24-48 hrs.

Customer's preferred callback number:

Primary Mobile: ██████████

2/10/2010 16:45:59 Stephen Quinones 6261

No Escalation Required

2/10/2010 16:46:14 Stephen Quinones 6261

Call back Date: 02/10/2010 time: 5:30 PM PST

2/11/2010 16:27:30 Justin Haase 6302

Writer received escalated call from above customer care rep.

Writer phoned dealer 05749 and left a detailed VM for callback with SrvM Dave C.

2/11/2010 16:30:55 Justin Haase 6302

Writer phoned customer ██████████ on ██████████ as requested and left a VM for callback with appropriate contact information and hours of operation.

2/11/2010 16:31:43 Justin Haase 6302

Additional call required Date: 02/12/2010 time: 4:00 PM EST ██████████

Summary Notes

2/12/2010 16:01:16 Justin Haase 6302

Writer phoned customer [REDACTED] on [REDACTED] as requested.

Customer re-iterated his concerns as noted above. Customer advised that he is less than two months out of the warranty terms and the vehicle has less than 50k miles. Customer advised that he did purchase an after-market warranty that is not covering the repair.

Writer apologized for customers concerns and advised that I would review them further with the dealership.

Writer advised that customer would receive a follow-up call from either writer or the dealership subsequent to review.

Customer was appreciative.

Customer is the original owner of the vehicle, it is less than two months outside of warranty, and customer claims that he services only with dealer 05746.

Writer will phone AOM Brian to advise of above and request approval for 100% goodwill coverage on repairs. Offer needs AOM approval as customer currently has an after-market warranty.

Writer had also received follow-up VM from SrvD Dave C who advised that the repairs are roughly \$640.

Writer left a follow-up VM for SrvD.

2/12/2010 16:14:09 Justin Haase 6302

Writer sent a detailed email to AOM Brian and SrvD Dave requesting that repairs be put through for 100% goodwill coverage. Writer also requested dealer contact to customer as writer will be out of the office until 2/22.

2/12/2010 16:14:41 Justin Haase 6302

Self reminder Date: 02/22/2010 time: 4:45 PM EST

2/22/2010 16:45:13 Justin Haase 6302

Writer phoned SrvM Dave as well as AOM Brian and left two VMs for callback.

Writer also sent corresponding emails to AOM and SrvM to confirm that customer has been taken care of.

2/22/2010 16:46:42 Justin Haase 6302

Additional call required Date: 02/23/2010 time: 3:30 PM EST

2/23/2010 09:22:25 Justin Haase 6302

Writer received follow-up email from SrvD Dave C advising that customer will be in the dealership this week and the new airbag harness will be installed at no cost to him.

Writer will follow-up with customer at the end of the week to close notes.

2/23/2010 09:24:28 Justin Haase 6302

Additional call required Date: 02/26/2010 time: 10:00 AM EST

3/2/2010 12:48:33 Justin Haase 6302

Writer phoned customer [REDACTED] on [REDACTED] as follow-up.

Customer advised he was VERY pleased with the assistance he received and expressed satisfaction with MBUS and the dealership.

3/2/2010 12:50:11 Justin Haase 6302

No Further Action

Summary note rwwed By: Justin Haase on: 03/02/2010 : 12:50:13

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3486357 **Cus Ident** 26538124 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Charlotte NC [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence

Assign Dlr

Sell Dlr 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Last Sell Dlr 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED]
Mileage 47843 **Prod Date** 2/11/2005 **Warr Date** 3/24/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	12/08/2009 17:17:39	Michael Kirchner	6334
	Declined Tow - SRS Light On	12/08/2009 17:17:44	Michael Kirchner	6334

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/08/2009 17:17:50	Michael Kirchner	6334

Summary Notes

12/8/2009 17:17:33 Michael Kirchner 6334

What did the customer say? [REDACTED] called to inquire about an ESP and SRS light on his dash. Cust inquired what the indicator might mean.

What was your response? Writer advised cust of possible malfunction to ESP and SRS systems and advised towing which cust declined.

12/8/2009 17:17:51 Michael Kirchner 6334

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2841865 **Cus Ident** 33869626 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Naples FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Sell Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Last Sell Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110761A [REDACTED] **World Vin:** WDBUF76J45A [REDACTED]
Mileage 21940 **Prod Date** 9/30/2004 **Warr Date** 10/26/2004 **Model** E55 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/21/2008 12:32:19	Donald Haynes	4621

Summary Notes

10/21/2008 12:31:38 Donald Haynes 4621

Primary Phone: [REDACTED]
 Current Mileage: 21940
 Dealer(s) involved: 14340

Situation: Customer called wanting to verify the address and President's name of MBUSA. Customer state that h had a front end accident(\$45,000 in damage) and the airbags never deployed. Customer also states that the safety measures for his vehicle are inadequate.

Action Taken: Writer did apologize to customer regarding his accident and did document the customers concerns. Writer then transferred call to Ted S. who spoke to the customer further.

10/21/2008 12:31:51 Donald Haynes 4621

Transfer

10/21/2008 13:27:13 Norman Swartz 6341

The writer spoke with the customer. For further information see the referral

10/21/2008 13:29:01 Norman Swartz 6341

Referral Summary note rvwd By: Norman Swartz on: 10/21/2008 : 13:28:37

11/5/2008 13:26:36 Jung Kim 4641

Customer called regarding above sum notes and writer warm transferred customer to tier 3 rep.

11/5/2008 13:44:21 Tom Burns 6306

see sum note 209201

Summary Notes

2/10/2009 14:59:41 Chantel Thomas 6309

Customer called stating that he received a letter from MBUSA and wanted to speak to someone in reference to the letter.

Writer transferred to Tier 3.

2/10/2009 15:00:14 Chantel Thomas 6309

Transfer

2/10/2009 15:01:48 Chantel Thomas 6309

Transfer

2/10/2009 15:13:57 Timothy Ucker 7810

see referral 209201

2/10/2009 16:56:53 Timothy Ucker 7810

Customer Contacted Summary note rvwed By: Timothy Ucker on: 02/10/2009 : 16:56:56

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2093419 **Cus Ident** 17563007 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Harrington Park NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Last Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]
Mileage 33935 **Prod Date** 9/6/2004 **Warr Date** 7/21/2005 **Model** E500W4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/12/2008 15:00:42	Robert Nevola	6234

Summary Notes

1/12/2008 15:00:21 Robert Nevola 6234

Cust called stating Red SRS warning light on dash after going thru a car wash. Writer explained that this indicate a failure of the SRS system and advised a tow. Cust refused tow stating that he will wait until Monday 01/14/2008 and if light is still on he will arrange for SVC.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2474053 **Cus Ident** 9221638 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

 New Providence NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 51114 RAY CATENA OF UNION LLC UNION NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J46X [REDACTED]
Mileage 27817 **Prod Date** 11/11/2005 **Warr Date** 4/29/2006 **Model** E500W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	02/04/2008 18:40:07	Robert Nevola	6234

Summary Notes

2/4/2008 18:39:42 Robert Nevola 6234

Cust called stating he had an SRS malfunction warning light come on. Writer advised cust to have the car towed ASAP as the SRS may deploy without warning. Writer declined tow stating he will continue to drive home and decide later as to what to do.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2514944 **Cus Ident** 15176486 **Legal** **Note Type** Summary Note
Customer [REDACTED] | [REDACTED]
Address [REDACTED]

Waxhaw NC [REDACTED]
Phone **Phone Location**

Assign Dlr

Sell Dlr 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY

Last Sell Dlr 59110 MERCEDES-BENZ OF SOUTH C PINEVILLE NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 15300 **Prod Date** 12/7/2005 **Warr Date** 12/31/2005 **Model** E350W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/23/2008 16:24:37	Robert Nevola	6234
Seat Belts	Seat Belts	02/23/2008 16:24:43	Robert Nevola	6234

Summary Notes

2/23/2008 16:24:28 Robert Nevola 6234

Cust called stating his car was sending a "SRS/restraint system" warning light. Writer advised immediate tow. Cust declined stating he was at home and will call tomorrow morning to set up tow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2664498 **Cus Ident** 2231503 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Plymouth Meeting PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA

Last Sell Dlr 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]
Mileage 33686 **Prod Date** 12/1/2004 **Warr Date** 3/19/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	06/16/2008 21:34:45	Robert Nevola	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/16/2008 21:33:27	Robert Nevola	6234

Summary Notes

6/16/2008 21:32:43 Robert Nevola 6234
 Primary Phone: (610) 239 - 7566
 Current Mileage: 33686
 Dealer(s) involved: N/A

Situation: Cust called on Teleaid stating the red SRS warning light came on. Cust stated he was driving veh and was a few minutes fro home.

Action Taken: Writer advised cust that a red ASRS warning light indicates that the airbags may not deploy in an accident or may deploy unexpectedly. Writer advised cust to drive cautiously and bring veh to dealership for SVC ASAP. Cust stated he will call local dealer first thing in the morning.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2797866 **Cus Ident** 41695710 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Kennesaw GA [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr

Sell Dlr 14135 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Last Sell Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 24125 **Prod Date** 4/3/2006 **Warr Date** 7/7/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/18/2008 15:10:23	Robert Nevola	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/18/2008 15:10:11	Robert Nevola	6234

Summary Notes

9/18/2008 15:10:04 Robert Nevola 6234

Primary Phone: [REDACTED]
 Current Mileage: 24125
 Dealer(s) involved: N/A

Situation: Cust called stating his veh had a SRS malfunction warning message on dashboard.

Action Taken: Writer advised cust to bring veh to dealer ASAP for inspection and SVC. Cust stated he will bring veh to dealer first thing tomorrow morning.

9/18/2008 15:10:05 Robert Nevola 6234

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3673732 **Cus Ident** 46922210 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Pt Pleasant NJ [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ

Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Last Sell Dlr 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]
Mileage 31000 **Prod Date** 3/17/2005 **Warr Date** 4/29/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	05/05/2010 13:31:06	Timothy Ucker	7810
	Overall Dissatisfaction with Service	04/08/2010 21:13:53	Robert Nevola	6234
	Dealership Did Not Appreciate Customer	04/08/2010 21:13:53	Robert Nevola	6234
Fulfillment/Customer Req	Transfer-Cust Requests Specific Rep	05/05/2010 17:16:33	Michael Kirchner	6334

Summary Notes

4/8/2010 21:13:05 Robert Nevola 6234

What did the customer say?

██████████ called stating he had an experience with the SVC Mngr at his local MB dealer (MB of Freehold) that left him very upset. ██████████ stated he purchased a 2006 E350 from this dealer and the SRS light was on & had to be fixed before delivering it to ██████████. ██████████ stated a while later the SRS light came back on and Mr ██████████ set up an appointment to look at it. ██████████ stated he was told the repairs were covered under warranty. ██████████ stated after diagnosing the issue the SVC Mngr came out and to tell ██████████ the repairs were not covered under warranty and the ██████████ would be responsible for the repair costs. ██████████ then stated the SVC Mngr was aggressive, gave the ██████████ "a hard time" & was an "asshole". ██████████ stated he left with the veh. ██████████ stated the SRS light is still on and it was never explained to him what the light means.

██████████ state he was actually going to buy a new veh from dealer and they talked him into this pre-owned veh. ██████████ stated he paid cash for the veh. ██████████ stated he is going to give this veh to his daughter and buy a new MB veh. ██████████ stated he has all the SVC done at an MB dealer.

██████████ stated that because of his experience he will not return to the dealer. ██████████ was not clear on what the SVC Mngr actually said or did.

What was your response?

Writer confirmed & updated customers' data.

Writer apologized for this inconvenience and the aggravation. Writer advised ██████████ what the SRS light means and that the ██████████ may be driving in a veh with a compromised restraint system. Write advised Mr. ██████████ to have veh brought to a MB dealer for inspection & SVC ASAP.

Writer advised ██████████ that his complaint will be forwarded to the dealer

Writer conferred with Paul H & Steve Q. Paul & Steve advised writer to escalate this beyond an FYI to a call back to find out what happened.

What commitment(s) did you make to the customer (including timeframe)? N/A

Customer's preferred callback date/time (by Time Zone): N/A

Customer's preferred callback number:

██████████ cell
4/8/2010 21:14:33 Robert Nevola 6234

Call back Date: 04/09/2010 time: 9:00 AM EST

4/9/2010 15:39:50 Diana Sanchez 7834

Writer spoke with ██████████. He advised the information documented above is accurate. he states he does not know what caused the light to come on, what needs to be repaired, and why it is not under warranty. He states he has been a Mercedes owner for years and always services at MB dealers. Customer claims the repair performed before vehicle was purchased related to the SRS light as well and he feels whatever the dealer did to turn the light off did not work. Customer purchased vehicle on 01/04/2010. VIM shows last warranty claim on 10/21/2009 (jumpstart).

4/9/2010 15:40:12 Diana Sanchez 7834

Message left for SrvD Terry.

4/9/2010 15:40:42 Diana Sanchez 7834

Additional call required Date: 04/12/2010 time: 3:00 PM EST

4/9/2010 15:40:53 Diana Sanchez 7834

Self reminder Date: 04/12/2010 time: 4:15 PM EST

4/20/2010 10:23:17 Diana Sanchez 7834

Writer left a second message for SrvD.

Summary Notes

4/20/2010 10:23:36 Diana Sanchez 7834

Self reminder Date: 04/21/2010 time: 11:00 AM EST

5/5/2010 13:05:57 Timothy Ucker 7810

As follow up for Diana, writer called [REDACTED] at [REDACTED] cell who advised issue remains outstanding and he was waiting on MBUSA to proceed with repair. Writer advised writer will inquire with SrvM who is the appropriate contact regarding above. Writer advised an inquiry will be made and customer will be contacted as soon as additional information is available in this regard.

5/5/2010 13:06:08 Timothy Ucker 7810

Self reminder Date: 05/05/2010 time: 1:45 PM EST

5/5/2010 13:30:39 Timothy Ucker 7810

Writer left third message for SrvM Terry explaining above and requesting call back.

5/5/2010 14:44:38 Timothy Ucker 7810

Sent separate email to AOM requesting assistance in reaching SrvM Terry.

5/5/2010 15:14:39 Timothy Ucker 7810

AOM advised he has contacted the dealer and requested CAC contact

5/5/2010 16:54:43 Timothy Ucker 7810

SrvM left VM writer could not totally understand but did state customer was rude and no assistance will be provided because the vehicle was sold as non-CPO having no warranty. SrvM advised AOM has reviewed and supports dealer position.

5/5/2010 16:54:55 Timothy Ucker 7810

Transfer

5/5/2010 17:02:51 Diana Sanchez 7834

Terry called writer and informed that he was never rude to the customer and , on the contrary, it was the customer who used foul language in the service floor when he was advised no PWA would be provided. Terry advised that customer actually called to apologize.

Terry informed that this occurred because there is a note in the dealer's system that states not to provide good w to the customer due to a past incident where dealer's GM agreed to split a repair with him, but the customer left without paying anything.

When the customer brought it for this issue the SrvM informed customer would have to pay and customer reportedly became irate.

He called Terry to apologize and they made an appointment. Dealer provided a loaner and did not charge for diagnosis.

The SRS light is on due to a harness that needs to be replaced. No goodwill to be provided, information was reviewed with AOM.

5/5/2010 17:05:38 Diana Sanchez 7834

Writer left a message for customer on [REDACTED].

5/5/2010 17:05:54 Diana Sanchez 7834

Self reminder Date: 05/06/2010 time: 3:45 PM EST

5/5/2010 17:16:24 Michael Kirchner 6334

[REDACTED] called indicating he had received a call from a CM Diana and requested to speak with her.

Writer transferred call to CM Diana.

5/5/2010 17:16:35 Diana Sanchez 7834

Writer advised the customer that repair will be at his expense. Customer stated he will never bring his car to this dealer again.

5/5/2010 17:16:43 Michael Kirchner 6334

Transfer

5/5/2010 17:16:44 Diana Sanchez 7834

Customer Contacted

Summary note rvwed By: Diana Sanchez on: 05/05/2010 : 17:16:41

Summary Notes

5/6/2010 13:42:49 Vicki Jackson 6331

██████████ called in and asked to speak to Diana. Diana was not available. Writer transferred ██████████ to Diana's V/M.

5/7/2010 11:08:04 Diana Sanchez 7834

Writer called ██████████. He inquired why is the dealer not repairing the vehicle.
Writer informed the vehicle is out of warranty and PWA is reviewed on a per-case basis.
Customer restated he will not go back to MB or to this dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2579989 **Cus Ident** 30197123 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Seal Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05181 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA
Sell Dlr 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA
Last Sell Dlr 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 39000 **Prod Date** 5/13/2005 **Warr Date** 11/29/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	04/10/2008 16:21:56	Rania Neddoff	6254
	Repeat Visit for Same Issue	04/10/2008 16:21:56	Rania Neddoff	6254
	Dealer Unable to Diagnose Problem	04/10/2008 16:21:56	Rania Neddoff	6254

Summary Notes

4/10/2008 16:21:29 Rania Neddoff 6254

Primary Phone: [REDACTED] cell
 Current Mileage: 39000
 Dealer(s) involved: 05181

Situation: [REDACTED] contacted cac after speaking with DLR SVC dept of Escondido. Customer very upse with constant repairs required with her vehicle.

Customer claims "lots of problems, " odor coming from climate control unit, SRS illuminated , outside temp malfunction & rear window defrost/radio static issue (glass on order).

Customer called cac today though after being told of \$10 fuel charge associated with loaner vehicle. After numerous visits to DLR & problem unsolved, customer claims she does not wish to pay this fee.

Action Taken: Writer secured tow for vehicle. 30 minute eta provided. Writer also contacted SM DAN & secured waiving of fuel charge for customer loaner today.

Writer advised customer that fee waived as per Dan, tow secured , provided my direct extension & advised I wou share her concerns & comments with proper parties.

4/10/2008 16:25:24 Tom Burns 6306

Reviewed.

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 3178607 **Cus Ident** 31120879 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Tomball TX [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX
Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX
Last Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 23000 **Prod Date** 10/10/2005 **Warr Date** 2/28/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	05/28/2009 14:36:49	Kathy Eilenberg	4623

Summary Notes

5/28/2009 14:35:49 Kathy Eilenberg 4623

Primary Phone: [REDACTED]
Current Mileage: 23000
Dealer(s) involved: N/A

Situation: Cust called for position of open referral (CA Ref ID 211832)

Action Taken: Writer advised cust that a position has been determined and that cust should receive a letter within next week or so.

5/28/2009 14:37:11 Kathy Eilenberg 4623

Transfer

5/29/2009 11:30:33 Randall Bibber 4647

No Further Action Summary note rvwd By: Randall Bibber on: 05/29/2009 : 11:30:33

6/2/2009 16:08:50 Randall Bibber 4647

Writer spoke with Paul Cortez (TS) who said he spoke with the customer and he alleges someone from MBUSA told him to tow the vehicle to the dealer. Writer informed Paul the no one from the CAC has been involved with th customer case or spoken with him.

Paul believes, due to a language barrier the customer was misinformed of just misunderstood the process. Paul; said he will discuss this matter with the spom.

Summary Notes

6/3/2009 12:39:32 Frank Obregon 6353

Writer informed Customer Care Mgr Randy B. as to [REDACTED] calling in regarding noted issues. Owner is inquiring that he was told that vehicle is ready for pickup and is questioning as to towing/storage fees pending the car's release. Owner alleges that he was instructed by MB during the accident that the vehicle should be towed to a MB dlr for inspection. Owner feels that based on (alleged) MB's instructions, MB should be liable for the storage/towing expense.

Writer informed [REDACTED] that Customer Care Mgr Randy B. will be calling him back as soon as he gets an updated status from MB's regional office.

[REDACTED] would like a call back on his cellular - [REDACTED]

6/3/2009 12:39:53 Frank Obregon 6353

Transfer

6/3/2009 17:00:22 Maria Vovou 7826

Customer stated when he called back "I would like to speak to a Case Manager because I received a Bill for \$3,000 for Storage & the Tow Truck & I would like to continue the conversation."

Action Taken: Writer advised that a Case Manage will call back. Please call back on Cell Phone [REDACTED].

6/3/2009 17:00:38 Maria Vovou 7826

Additional call required Date: 06/03/2009 time: 5:30 PM EST

6/3/2009 17:01:38 Maria Vovou 7826

Additional call required Date: 06/03/2009 time: 5:45 PM EST

6/3/2009 18:04:39 Michael Maglio 4696

Cust called back regarding the above noted incident and explained that he did not receive a call back. Cust requested to speak to a CM right away.

Writer transferred cust over to CM Lindsey for further assistance

6/3/2009 18:05:15 Michael Maglio 4696

Transfer

6/3/2009 18:11:25 Randall Bibber 4647

Writer spoke with the customer regarding referral #-211823, and he claims that some from MBUSA advised his to tow his vehicle to the dealers body shop to have his vehicle repaired. The customer alleges he received a tow bil and feels he should not be responsible for the charges.

The writer advised he would like to review this matter with the dealer and call him back.

6/3/2009 18:17:03 Randall Bibber 4647

While writer was documenting the above notes he received a call from Lindsey (CM) who said Mr. Wang was on the phone and said he was scheduler a call back for 5:45.

writer spoke with the customer via a conference and explained his concerns were being reviewed. writer apologized for the miscommunication and said we will be in contact.

6/4/2009 18:05:44 Randall Bibber 4647

the customer is requesting MBUSA absorb the cost of the tow to the body shop along with the storage fees. The writer review this matter with the appropriate parties and was advised the customer requested Technical Assistance at his discretion and therefore MBUSA is not held accountable for any charges.

The writer spoke with Ms. Timmons (Assistant) and advised of the determination made and suggested she speak with the body shop for they should of advised of the storage fee and also. The writer informed the customer to call her clients insurance company to see if they would be willing to absorb a portion of the charges.

Ms. Timmons said she will speak with her client and call the body shop.

6/4/2009 18:07:31 Randall Bibber 4647

NTMT Summary note rwwed By: Randall Bibber on: 06/04/2009 : 18:07:28

Summary Notes

6/5/2009 17:12:13 Chris Carter 4663

--Customer re-contacting the CAC immediately requesting to speak with S. Cunningham. Rep. currently unavailable and per. customers request sent customer to her voice-mail.

6/9/2009 21:42:55 Susan Cunningham 7815

Writer and customer have been leaving return call messages.

6/10/2009 14:45:19 Susan Cunningham 7815

Writer spoke to nice gentleman, [REDACTED]. He claims he cannot accept the position stated in the letter response from MBUSA regarding the non-deployment of the airbags during his accident. He claims he is still going for neck therapy and was "almost killed" in the accident. He claims no one could believe that the airbags did not deploy and there must have been a defect. He claims the other vehicle airbags deployed.

Writer apologized for his disappointment but reiterated that the system was fully inspected and no defect found. SRS operated as designed.

[REDACTED] claims he has incurred #2100 in storage charges at the body shop and requested MB assist with the charges.

Writer replied that that is simply not possible as there were no malfunctions in the system, and suggested he contact his insurance company.

[REDACTED] claims he and his family put their trust and money in MB and also in China, but now will have to rethink their loyalty.

[REDACTED] stated he may pursue a claim with NHTSA.

Writer again apologized for his disappointment in this matter.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3309538 **Cus Ident** 24032694 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

New York NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Dlr 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 58045 **Prod Date** 2/28/2005 **Warr Date** 3/31/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Dealer Advised Cust Non-Warranty Repair	08/19/2009 16:54:15	Kathy Eilenberg	4623
Class Action Lawsuit / Le	Attorney contact/inquiry	08/31/2009 21:50:41	Robyn Letz	6209

Summary Notes

8/19/2009 16:54:07 Kathy Eilenberg 4623

Primary Phone: [REDACTED]
 Current Mileage: 58045
 Dealer(s) involved: 05646

Situation: Caller stated she is an attorney for veh owner John Walls. Caller stated John took veh to dlr 05646 and it was diagnosed as needing repair to hydraulic suspension and is being asked to pay \$2000 for the repair. Caller stated John's SrvA is Sayde Lytton. Caller stated that John advised that he complained about the suspension 3 times while under warranty ... 04/2009, 11/2008 and 12/2006.

Action Taken: Writer stated that veh appears to be under an ELW and asked caller if anyone at dlr advised John why the repair is not covered under warranty. Caller stated that John was told the problem isn't covered because veh has a bent rim. Writer advised caller that any problems which are caused by an outside influence are not covered under warranty. Caller stated that John contends that the rim became bent because of the defective hydraulic suspension. Writer advised caller that these concerns would be documented and forwarded to a CM for a call back. Cust did not specify a time.

8/19/2009 16:54:47 Kathy Eilenberg 4623

Call back Date: 08/19/2009 time: 6:00 PM EST

8/19/2009 18:38:20 Michael Kirchner 6334

Cust called regarding the above and requested to speak with the CM assigned to his complaint. Writer transferred call to CM Jen.

8/19/2009 18:38:48 Michael Kirchner 6334

Transfer

Summary Notes

8/19/2009 18:57:01 Jennifer Kapr 4616

Writer received above transfer and spoke with vehicle owner, [REDACTED]. Cust reiterated complaint and maintains that he brought vehicle to dlr several times for complaint previously and dlr was unable to fix. Cust maintains that when he brought the vehicle to an ISP he was told that there was a concern that should be corrected. Cust stated now the vehicle is in the dlr and he is being told that work needs to be done for \$2,000. Cust stated that he is being told that it is not under warranty as he "hit a pot hole".

Writer advised that the dlr would be contacted on cust's behalf to determine what is occurring and cust would be contacted back accordingly.

Writer left VM for Assistant SvcM, Allien, requesting call back.

8/19/2009 18:57:06 Jennifer Kapr 4616

Self reminder Date: 08/19/2009 time: 7:30 PM EST

8/19/2009 19:39:40 Jennifer Kapr 4616

Writer spoke with Assistance SvcM, Allien, who advised that after speaking with both shop foreman it has been determined that the current suspension concern was caused by outside influence in the form of impact. as such the replacement of the left torque strut, control arm, and front strut would not be covered. Allien additionally advised that the vehicle has previously been in the dlr in October of 07 for a check engine light, November of 07 for an ESP control and CD player concern, in Dec 08 for an electrical concern, in April of 08 for sign and drive, ar March of 08 for an SRS light to be cleared after body work was performed. Allien stated that there is no record to reflect vehicle being brought in previously for suspension.

Writer attempted to phone [REDACTED] back on [REDACTED] and [REDACTED], per request, and left VM accordingly.

8/19/2009 19:40:04 Jennifer Kapr 4616

Additional call required Date: 08/20/2009 time: 8:00 AM EST

8/20/2009 16:13:00 Jennifer Kapr 4616

Writer received VM from cust indicating that he feels as though the repair should be covered. Cust indicated that he could provide records of having the vehicle in for suspension concerns.

Writer attempted once more to get in touch with cust and left an additional VM advising that regardless of past repairs, the current defect was found to be due to impact damage, which is a non-warrantable outside influence.

8/21/2009 18:14:14 Jennifer Kapr 4616

Cust contacted writer to advise that he would fax his documents about alleged previous suspension, in particular strut, concerns he has had. Cust feels that the dlr's claim that the current concern is due to an outside influence is false as he has previous documentation about the same concern from 2007 and 2008. Cust is requesting that fax be reviewed by writer's management.

When fax comes in please assign to an ECM.

8/21/2009 18:14:21 Jennifer Kapr 4616

Customer Contacted Summary note rvwd By: Jennifer Kapr on: 08/21/2009 : 18:14:18

8/31/2009 16:35:57 Olivia Crvaric 6224

[REDACTED] called requesting to speak to ECM Robyn as she claims her client has been speaking with her. She stated that she was trying to follow up with their conversation "before I file a lawsuit under the lemon law." Writer apologized that Robyn was unavailable at the moment and offered her VM. [REDACTED] accepted and writer transferred accordingly.

8/31/2009 16:36:09 Olivia Crvaric 6224

Transfer

8/31/2009 21:50:28 Robyn Letz 6209

Writer called [REDACTED] and spoke with [REDACTED].

Writer requested that Attorney forward her request in writing to the writer via fax.

[REDACTED] believes her client Johnnie Walls has a claim against MBUSA under CA Lemon Law.

8/31/2009 21:50:44 Robyn Letz 6209

Customer Contacted Summary note rvwd By: Robyn Letz on: 08/31/2009 : 21:50:43

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3346291 **Cus Ident** 26525152 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jackson

WY [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dlr

Sell Dlr 78602

KEN GARFF IMPORTS

SALT LAKE CITY UT

Last Sell Dlr 78602

KEN GARFF IMPORTS

SALT LAKE CITY UT

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110821X [REDACTED]

World Vin: WDBUF82J75X [REDACTED]

Mileage 26800 **Prod Date** 11/22/2004 **Warr Date** 3/23/2005 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/04/2009 13:01:00	Kathy Eilenberg	4623

Summary Notes

9/4/2009 13:00:54 Kathy Eilenberg 4623

Primary Phone: [REDACTED]

Current Mileage: 26800

Dealer(s) involved: N/A

Situation: Cust stated that SRS is on display and asked what that means

Action Taken: Writer advised cust that this indicates the airbags or emergency tensioning devices are malfunctioning and recommended cust not drive veh. Writer advised cust that the airbag could possible deploy without warning or accident and recommended having veh towed to dlr. Cust declined tow.

9/4/2009 13:01:02 Kathy Eilenberg 4623

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1987203 **Cus Ident** 10588759 **Legal** **Note Type** Roadside Assistance
Customer [Redacted] [Redacted] [Redacted] [Redacted]
Address [Redacted]

Allentown PA [Redacted]
Phone [Redacted] **Phone Location** Residence
Assign Dlr
Sell Dlr 67235 KNOFF AUTOMOTIVE ALLENTOWN PA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [Redacted] **World Vin:** WDBUF65JX5A [Redacted]
Mileage 41203 **Prod Date** 7/20/2004 **Warr Date** 1/6/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/26/2007 18:30:23	Jennifer Kapr	4616
	Poor Design of Component(s)	10/26/2007 18:30:23	Jennifer Kapr	4616
	Overall Dissatisfaction with Quality	10/26/2007 18:30:23	Jennifer Kapr	4616
Roadside	Electrical Problem	10/26/2007 18:29:20	Jennifer Kapr	4616
	Other	10/26/2007 18:29:20	Jennifer Kapr	4616
Airbag / Restraint System:	Airbag Inquiry	10/26/2007 18:26:36	Jennifer Kapr	4616

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/26/2007 18:30:30	Jennifer Kapr	4616
Air Bags	Airbag	10/26/2007 18:30:50	Jennifer Kapr	4616
Latch	Latch	10/26/2007 18:30:36	Jennifer Kapr	4616

Summary Notes

10/26/2007

18:26:17

Jennifer Kapr

4616

cust stated that the front hood light has been illuminated for the past 20 miles. cust states that he has checked the hood and it is closed, has opened and reclosed it several times, stopped and restarted the vehicle to no avail. cust stated that he is now in a Ford dlr and they maintain that the vehicle's hood is closed. writer advised that the cust may have an instrument cluster malfunction or a malfunction with the sensor. cust stated that he had been in an accident at 70mph and the front right of the vehicle was "torn off" and the airbags never deployed. writer stated that it depends on the angle and whether or not it was an off set crash and maintained that the cust should have had the airbag nondeployment diagnosed during repairs to the vehicle. the cust conceded that he was told due to the angle of the accident they did not deploy. writer recommended that cust bring vehicle to dlr to have hood issue diagnosed. cust stated that he was 90 miles away from the dlr and would not go; he would wait to see if it cleared out by itself and if not call back to complain. writer advised that cust bring vehicle to dlr for further assistance. cust stated that he has owned 3 Mercedes that have all been "nothing but trouble". writer advised that she would document cust concerns and statements.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2669697 **Cus Ident** 23480151 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

North Las Vegas NV [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV
Last Sell Dlr 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J96A [REDACTED]
Mileage 25773 **Prod Date** 2/22/2006 **Warr Date** 4/25/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/20/2008 23:34:48	Minty Thomas	4642

Summary Notes

6/20/2008 23:34:25 Minty Thomas 4642

Primary Phone: [REDACTED]
 Current Mileage: 25773
 Dealer(s) involved: N/A

Situation: Customer called and stated that his SRS light is on.

Action Taken: Writer suggested that vehicle be towed. Customer declined the tow and stated he was only 20 miles away from home. Customer stated he would bring the vehicle into a dealership tomorrow.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2890684 **Cus Ident** 30317728 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Naples FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Sell Dlr 14118 MERCEDES-BENZ OF FORT MY FORT MYERS FL
Last Sell Dlr 14118 MERCEDES-BENZ OF FORT MY FORT MYERS FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 19404 **Prod Date** 11/2/2005 **Warr Date** 12/17/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/27/2008 10:08:21	Sonia Weaver	4675

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/01/2008 10:17:49	Romy Parekh	7832
Air Bags	Airbag	12/01/2008 10:17:54	Romy Parekh	7832

Summary Notes

11/27/2008 10:07:02 Sonia Weaver 4675

Primary Phone: [REDACTED]
 Current Mileage: 19404
 Dealer(s) involved: N/A

Situation: [REDACTED], call and stated his SRS light came on.

Action Taken: Writer recommended tow, and advised that it has to do with his airbags and for safety reason it would need to go to the dealership. Customer did state he would take it in tomorrow.

11/27/2008 10:07:07 Sonia Weaver 4675

For your information

12/1/2008 10:17:38 Romy Parekh 7832

Writer reviewed above FYI note and sent NTMT to dealer - MB of Naples [last servicing dealer] and SPOM.

12/1/2008 10:18:01 Romy Parekh 7832

NTMT Summary note rwwed By: Romy Parekh on: 12/01/2008 : 10:18:02

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2915234 **Cus Ident** 13429731 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Denver CO [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY
Last Sell Dlr 08512 MURRAY MOTOR IMPORTS CO DENVER CO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 32498 **Prod Date** 4/13/2005 **Warr Date** 4/30/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/15/2008 11:39:37	Sonia Weaver	4675

Summary Notes

12/15/2008 11:39:03 Sonia Weaver 4675

Primary Phone: [REDACTED]
 Current Mileage: 32498
 Dealer(s) involved: N/A

Situation: [REDACTED] stated he almost reared of the road he lost of the control of the vehicle and the phones SOS dialing out also stated the SRS message is on the dash.

Action Taken: Writer contacted the tele aid department and customer does not have tele aid active. Writer also strongly advised him that the vehicle needs to be tow to his nearest dealership.

Customer stated he has Triple A and he will have towed to the dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2982561 **Cus Ident** 37921021 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Attleboro MA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]
Mileage 39503 **Prod Date** 6/8/2004 **Warr Date** 7/31/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/25/2009 14:35:04	Sonia Weaver	4675

Summary Notes

1/25/2009 14:34:55 Sonia Weaver 4675

Primary Phone: [REDACTED]
 Current Mileage: 39503
 Dealer(s) involved: N/A

Situation: Mr. & Mrs. called because the SRS light message came on and she know the dealership are closed c Sunday's.

Action Taken: Writer strongly advised customer that the vehicle needs to be towed to dealership. Customer will do so in the morning.

1/25/2009 14:34:56 Sonia Weaver 4675

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3419501 **Cus Ident** 22801547 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Burbank CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Last Sell Dlr 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X96A [REDACTED]
Mileage 41390 **Prod Date** 3/14/2005 **Warr Date** 5/18/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	10/23/2009 16:07:15	Sonia Weaver	4675
	Repeat Visit for Same Issue	10/23/2009 16:07:15	Sonia Weaver	4675

Summary Notes

10/23/2009 16:07:04 Sonia Weaver 4675

What did the customer Say? [REDACTED], alleges that 14 months ago he took his vehicle in for repair to Keyes European for the SRS light that kept appearing. Customer stated that the same light has reappeared and he knows its a safety concern and his children to ride in the vehicle so he took it back to Keys and they have advised him that it will cost him \$1000 to repair it again.

Customer feels that he should not have to keep bring the vehicle back for the same reason every year. He wants it repair correctly.

What was your response? Writer advised customer that his concerns and issues will be documented for a call back from a case manager.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by time zone):

Customer's preferred callback number: [REDACTED]
 10/23/2009 16:07:38 Sonia Weaver 4675

Call back Date: 10/26/2009 time: 2:00 PM PST
 10/26/2009 17:14:58 Lindsey Freeswick 6258

Writer phoned [REDACTED] [REDACTED] who stated he is requesting MBUSA involvement in the diagnosis and repair of his vehicle.

Summary Notes

10/26/2009 17:21:29 Lindsey Freeswick 6258

Referral

Summary note rvwed By: Lindsey Freeswick on: 10/26/2009 : 17:21:41

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3483075 **Cus Ident** 43400485 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ocean Springs MS [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 01117 MERCEDES-BENZ OF MOBILE MOBILE AL
Sell Dlr 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 56217 **Prod Date** 4/8/2005 **Warr Date** 5/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Commitments Not Fulfilled As Promised	12/07/2009 10:10:11	Sonia Weaver	4675
	Vehicle Issue Cannot Be Duplicated	12/07/2009 10:10:11	Sonia Weaver	4675
Fulfillment/Customer Req	Transfer-Cust Requests Specific Rep	12/14/2009 12:32:34	Irene Ganssle	6203

Summary Notes

12/7/2009 10:09:29 Sonia Weaver 4675

What did the customer say? [REDACTED], contacted the CAC, because she's very unhappy with the amount of times she had the vehicle into the dealership for repairs. Customer stated the vehicle is only a year old and its been back to MB of Mobile since she purchased it and she feels that its a lemon and she would like for MB to extend the warranty at no charge or resolve her issues , because right now she is not a satisfied customer.

What was your response? Writer advised customer that concerns and issues will be documented and a case manager will contact her within 24 hrs.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number: [REDACTED]

12/7/2009 10:10:13 Sonia Weaver 4675

No Escalation Required

12/7/2009 10:36:06 Sonia Weaver 4675

call back

12/7/2009 10:36:12 Sonia Weaver 4675

Call back Date: 12/07/2009 time: 11:15 AM CST

Summary Notes

12/8/2009 08:48:19 Paula Brown 4680

██████████ called to add to her above concerns. She states as she was driving vehicle to work this morning SR5 visit workshop message appeared in display. Customer states every day a different error message appears and her issues have yet to be addressed.

Writer advised customer her concerns will be documented. Writer also stated tow recommended as safety precaution when SRS light remains on. Customer states she will contact dealer regarding tow since she will require a loaner vehicle.

Writer also advised customer she should hear from a Case Manager sometime today. Her callback # ██████████.

12/8/2009 08:48:36 Paula Brown 4680

For your information

12/8/2009 10:57:13 Jenna Sussner 4667

Writer left a message for customer on ██████████ welcoming her contact at writer's direct extension.

12/8/2009 10:57:23 Jenna Sussner 4667

Additional call required Date: 12/09/2009 time: 8:00 AM EST

12/14/2009 09:22:23 Orlando Diaz 6266

Ms Danley mentioned she missed return call from Jenna & was transferred to Jenna's voice mail box.

12/14/2009 09:22:34 Orlando Diaz 6266

Transfer

12/14/2009 12:32:25 Irene Ganssle 6203

Cust called for Jenna and insisted on speaking with someone as the vehicle is going to be towed today. Writer attempted warm transfer however Cust ended call.

12/14/2009 12:42:37 Jennifer Burton 7843

Writer spoke with Ms. Danley. Please see referral.

12/14/2009 12:50:42 Jennifer Burton 7843

Referral

Summary note rwwed By: Jennifer Burton on: 12/14/2009 : 12:50:38

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3638825 **Cus Ident** 46627037 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Long Beach CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 57400 **Prod Date** 3/9/2006 **Warr Date** 4/30/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	03/17/2010 17:05:58	Simon Knott	7814
	Commitments Not Fulfilled As Promised	03/17/2010 16:49:29	Sonia Weaver	4675
Class Action Lawsuit / Legal	Customer Filed Lawsuit	04/23/2010 11:18:38	Christie Bacchi	2584
Advocating for Customer	Vehicle - Advocated	03/17/2010 19:10:12	Simon Knott	7814

Summary Notes

3/17/2010 16:48:51 Sonia Weaver 4675

What did the customer say? [REDACTED] alleges that he called in yesterday and spoke to a rep, customer stated he was advised that case manger would contact him in 24 hrs.

What was your response? Writer tried finding notes. While speaking briefly to customer the called dropped.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

3/17/2010 16:49:55 Sonia Weaver 4675

No Escalation Required

3/17/2010 16:56:04 Michael Maglio 4696

CUst called back regarding the above explaining that his call was disconnected and cust would like to speak with a manager at this time.

Writer transferred cust over to CM Simon for further assistance

3/17/2010 16:56:16 Michael Maglio 4696

Transfer

Summary Notes

3/17/2010 17:05:00 Simon Knott 7814

██████████ was warm transferred to writer.

Customer stated his vehicle is currently in MB Fletcher Jones (05101) with an SRS concern. Customer claims vehicle has been in 7 times in 18 months.

Customer claims that he was advised that dealership is waiting for MBUSA advise.

Writer advised customer that the dealership may have reached out to TAC for technical advise.

Writer advised customer that writer would reach out to relevant parties and discuss customers concerns.

Writer gave contact number and business hours.

Customer gave contact number of ██████████ his cell.

3/17/2010 19:10:07 Simon Knott 7814

Writer received call back from SA Stephanie who advised MBUSA Tac is working on customers vehicle regarding customers concern.

Writer called ██████████ on ██████████ and advised of above and that writer would keep case open through the process.

3/17/2010 19:10:31 Simon Knott 7814

Self reminder Date: 03/18/2010 time: 8:00 AM EST

3/18/2010 19:27:31 Simon Knott 7814

Writer called SA Stephanie and left VM requesting and update together with direct number and business hours.

3/18/2010 19:27:45 Simon Knott 7814

Self reminder Date: 03/19/2010 time: 8:00 AM EST

3/18/2010 19:30:20 Simon Knott 7814

Writer received call back from SA Stephanie who advised the SRS wiring harness is being replaced and customer is aware.

SA suggested calling back tomorrow after vehicle has been tested.

3/18/2010 19:30:30 Simon Knott 7814

Self reminder Date: 03/19/2010 time: 8:00 AM EST

3/19/2010 20:08:52 Simon Knott 7814

Writer called dealership for an update and left direct number for call back

3/19/2010 20:09:12 Simon Knott 7814

Self reminder Date: 03/22/2010 time: 8:00 AM EST

3/19/2010 20:25:23 Simon Knott 7814

Writer received call back from SrvM Mike who advised that dealership is still working on customers concern.

3/19/2010 20:25:36 Simon Knott 7814

Self reminder Date: 03/22/2010 time: 8:00 AM EST

3/22/2010 13:59:28 Simon Knott 7814

Self reminder Date: 03/24/2010 time: 8:00 AM EST

3/24/2010 16:28:12 Simon Knott 7814

Writer sent SrvM Bob E Email requesting update.

3/24/2010 16:28:26 Simon Knott 7814

Self reminder Date: 03/25/2010 time: 8:00 AM EST

Summary Notes

3/24/2010 16:51:31 Simon Knott 7814

Writer received Email from SrvM Bob E advising that vehicle was collected yesterday.

Writer called [REDACTED] on [REDACTED] to discuss his concern.

Customer stated he was concerned that the full wiring harness was only replaced this time and wondered why th harness had not just been replaced at the outset and fixed the concern.

Writer advised that this concern would be documented and forwarded to relevant parties.

Customer stated that he has not yet had the opportunity to test vehicle and the problem seems to reoccur after around six weeks.

Writer advised that writer would follow up with customer in a few weeks and checked that customer still had writers number should he need to call sooner.

3/24/2010 16:51:55 Simon Knott 7814

Self reminder Date: 04/21/2010 time: 8:00 AM EST

4/21/2010 19:58:30 Simon Knott 7814

Writer called [REDACTED] on [REDACTED] and left VM together with contact number and business hours for call back.

4/21/2010 19:58:43 Simon Knott 7814

Self reminder Date: 04/22/2010 time: 8:00 AM EST

4/22/2010 20:16:36 Simon Knott 7814

Self reminder Date: 04/26/2010 time: 8:00 AM EST

4/23/2010 11:18:33 Christie Bacchi 2584

Litigation - 4/22/10

4/26/2010 12:23:19 Simon Knott 7814

Writer left VM for Christie B for update.

4/26/2010 12:23:32 Simon Knott 7814

Self reminder Date: 04/27/2010 time: 8:00 AM EST

4/27/2010 17:49:34 Simon Knott 7814

Writer closed due to litigation

4/27/2010 17:50:03 Simon Knott 7814

No Further Action

Summary note rvwd By: Simon Knott on: 04/27/2010 : 17:49:59

Summary Notes

5/25/2010 14:17:07 Sonia Weaver 4675

What did the customer say? [REDACTED] called on behalf of his partner [REDACTED] the owner of the vehicle. Mr. [REDACTED] alleges that the vehicle was rear ended last Saturday and they had the vehicle towed to MB of Memphis first. [REDACTED] alleges that the SRS light has come on after the accident. Customer stated that the dealership took a look at the vehicle and his service advisor Wes explained to him that it will cost \$800.00 to repair.

[REDACTED] stated that back in Dec of 2009 or Jan, 2010 he does not remember they took the vehicle in for the SRS light coming on. Customer's main concern is why is the light coming on again. He does not feel that he should be responsible for the repairs. Customer is alleging that maybe the dealership did not correct the issue with the SRS light. He also mentions that he is aware of the service bulletin for all model E Class for the SRS light.

[REDACTED] is requesting that MBUSA take care of the SRS light and no charge to him since it's also a safety issue.

What was your response?

Writer questioned customer had he brought to the service manager's attention. He replied "that he was awaiting a call back from the svc manager".

Writer advised him that we would document customer concerns and issues. Explained that a case manager will contact him within 24 hrs.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

5/25/2010 14:18:36 Sonia Weaver 4675

Call back Date: 05/25/2010 time: 3:00 PM CST

5/26/2010 16:04:23 Ray Daniels 7824

Writer spoke with [REDACTED] on [REDACTED] (the only number on file) and he reiterated his concerns.

Additionally, the customer stated "I spoke with the SM Wes who said that they had about 3 or 4 cars that came in with SRS light issues on yesterday. I would think that there is something that could be done to help me with this. Not to mention, I was having problems with the light before the accident."

Writer advised the customer that writer would be more than happy to look into his concerns and follow up with him but, made no guarantees that his request would be honored. As writer made sure he had a clear understanding that damages caused by an outside influence/a result of an accident would not be given any assistance.

5/26/2010 16:04:35 Ray Daniels 7824

Self reminder Date: 05/27/2010 time: 10:00 AM EST

5/27/2010 12:22:57 Ray Daniels 7824

Writer contacted the dealership and spoke with the SM Wes who stated "I will look into this and follow up with you."

5/27/2010 18:58:51 Ray Daniels 7824

Self reminder Date: 05/28/2010 time: 10:00 AM EST

5/28/2010 18:26:59 Ray Daniels 7824

Self reminder Date: 06/01/2010 time: 10:00 AM EST

6/1/2010 17:46:49 Ray Daniels 7824

Writer contacted the dealership and spoke with the SM Wes B. who stated "I had the opportunity to review the customer's concerns and the vehicle was diagnosed in January but, the customer declined the repairs. The customer recently came in to have the car repaired and paid \$633. I am unable to honor his request for any compensation as the vehicle's service history doesn't reflect any past complaints/concerns with the SRS light. Additionally, the customer isn't the original owner."

Summary Notes

6/2/2010 14:01:32 Ray Daniels 7824

Writer spoke with [REDACTED] in regard to the above and explained that the dealer isn't able to honor his request for reimbursement and that MBUSA would uphold their position. As per the above.

The customer then stated "I only chose to seek reimbursement because the SA Wes told me that there was a well known issue. I just don't understand why he would tell me that and I don't think I should have to pay."

In that regard, writer explained that this is not a common concern and apologized on behalf of the dealership. The customer stated "I appreciate you following up with me but, I will be going to small claims court." he then hung up

6/2/2010 14:01:37 Ray Daniels 7824

No Further Action

Summary note rwwed By: Ray Daniels on: 06/02/2010 : 14:01:35

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2599703 **Cus Ident** 5549979 **Legal** **Note Type** Roadside Assista
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Riverside CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05733 WALTER S AUTO SALES AND S RIVERSIDE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 51000 **Prod Date** 4/7/2005 **Warr Date** 7/31/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/25/2008 19:37:33	EDGAR ARELLANO	6248

Summary Notes

4/25/2008 19:37:26 EDGAR ARELLANO 6248

Customer was informed of what the SRS malfunction represented and advised the customer that it would be bes that we tow the vehicle to the dealership. Customer stated that she would take the car to the dealership on Monday because she does not have time to for that now. Customer did ask for pricing advised customer that we could not provided that information.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2626479 **Cus Ident** 32506479 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Petersburg

VA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dlr

Sell Dlr 80102

MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

Last Sell Dlr 80102

MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2110261A [REDACTED]

World Vin: WDBUF26J56A [REDACTED]

Mileage 2500 **Prod Date** 3/2/2006 **Warr Date** 5/31/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/17/2008 13:10:51	EDGAR ARELLANO	6248

Summary Notes

5/17/2008 13:10:46 EDGAR ARELLANO 6248

Customer stated that the SRS light came on and he wanted to know what that meant. Advised the customer that would involve a tow due to the malfunction. Customer stated that he would drive the car into the dealership this upcoming week.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2753350 **Cus Ident** 10852841 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New Hyde Park NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Last Sell Dlr 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]
Mileage 12454 **Prod Date** 2/23/2005 **Warr Date** 4/6/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/15/2008 20:40:34	Lurrine Mills	6273

Summary Notes

8/15/2008 20:40:22 Lurrine Mills 6273

Primary Phone: [REDACTED]
 Current Mileage: 12454
 Dealer(s) involved: N/A

Situation: [REDACTED] called stating that the SRS light came on.

Action Taken: Writer advised tow, customer declined.

8/15/2008 20:40:23 Lurrine Mills 6273

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2782242 **Cus Ident** 29090216 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Sparks Glencoe MD [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 33167 **Prod Date** 6/30/2005 **Warr Date** 7/31/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/06/2008 18:58:54	Lurrine Mills	6273

Summary Notes

9/6/2008 18:58:33 Lurrine Mills 6273

Primary Phone: [REDACTED]
 Current Mileage: 33167
 Dealer(s) involved: N/A

Situation: [REDACTED] called stating that the SRS lights came on. He inquired if it can be manually clear.

Action Taken: Writer advised customer that it can not be clear, it will have be taken to dealer. Writer recommended tow, customer declined.

9/6/2008 18:58:35 Lurrine Mills 6273

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2668442 **Cus Ident** 37056526 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Winchester CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA
Last Sell Dlr 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 40000 **Prod Date** 3/27/2006 **Warr Date** 6/7/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/19/2008 22:38:55	Rebecca Rovegno	6274

Summary Notes

6/19/2008 22:38:29 Rebecca Rovegno 6274

customer called on teleaid stated she has a srs malfunction message on her instrument cluster. Writer advised customer the vehicle should be towed and should not be driven. Writer explained possible safety hazards as well as the potential to void the warranty. Customer declined tow service stating she will follow up with her dealership in the morning.

6/20/2008 10:43:12 Jennifer Burton 7843

Writer reviewed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2686884 **Cus Ident** 15259690 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Diego CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 20309 **Prod Date** 4/4/2006 **Warr Date** 6/29/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/04/2008 18:11:59	Rebecca Rovegno	6274

Summary Notes

7/4/2008 18:11:50 Rebecca Rovegno 6274

Primary Phone: [REDACTED]
 Current Mileage: 20309
 Dealer(s) involved: N/A

Situation: [REDACTED] stated he has a SRS malfunction message. Writer advised customer the vehicle should be towed and of potential safety hazards if the vehicle is be driven. Customer declined tow service and stated he wi follow up with the dealership on monday morning.

7/4/2008 18:11:52 Rebecca Rovegno 6274

No Escalation Required

Summary Notes

7/24/2008 17:06:40 Rebecca Rovegno 6274

Primary Phone: [REDACTED]
Current Mileage: 21451
Dealer(s) involved: 22415

Situation: [REDACTED] called stating he wanted to file a complaint regarding his vehicle.

[REDACTED] claims shortly after purchasing the vehicle he received a SRS malfunction message. Customer stated he took the vehicle into Knauz dealership where he stated they fixed the problem under his starmark warranty.

[REDACTED] claims he has had his vehicle in the dealership 4 times for the SRS malfunction and currently has an appointment for his 5th appointment on Monday 7/28/08. [REDACTED] claims he contacted the SM at the dealership Phil Harris and advised him of the situation and stated he will be seeing Phil Harris directly on Monday for his appointment.

[REDACTED] stated though he feels Knauz does a good job servicing his vehicle he feels they are unable to fix the problem with his SRS malfunction and is concerned with driving a vehicle that has airbags that are unreliable

[REDACTED] stating "this is my first Mercedes Benz, and may be my last if this problem is not fixed this time".

[REDACTED] feels Mercedes Benz may need to send their own tech out to assist the dealership in determining the problem.

[REDACTED] also wanted it noted each time he has received a loaner vehicle while his vehicle was in service, but was not given a Mercedes Benz. [REDACTED] stated it is embarrassing to pick up his clients in the vehicles MB provides through enterprise.

Action Taken: Writer apologized to customer for his inconveniences. Writer advised customer each dealership is independently owned and operated and determines their own loaner vehicle program. Writer advised customer his remaining concerns would be documented and forwarded to tier 3 for further review.

7/24/2008 17:06:50 Rebecca Rovegno 6274

Call back Date: 07/25/2008 time: 09:00:00

7/25/2008 10:07:08 Tom Burns 6306

Writer called SrvM Phil Harris to inquire about status of customer's concerns. Phil advised that customer will be in on Monday. Phil advised that if it is a simple issue they will take care of it. Phil advised if they need assistance he can contact TAC. Phil stated that the customer requested a MB for the loaner vehicle. Phil stated that he advised the customer that he can not guarantee a MB as the loaner vehicle. Phil stated customer was not pleased.

7/25/2008 10:11:42 Tom Burns 6306

Writer called [REDACTED] twice, message states "this is not a working phone number".

7/25/2008 10:16:48 Tom Burns 6306

Writer called [REDACTED] as appears in the customer file. Phone rang 15 times without VM or being answered

7/25/2008 12:41:49 Tom Burns 6306

Writer again called [REDACTED] Writer let phone ring 15 times without VM or being answered.

7/25/2008 12:47:27 Tom Burns 6306

Writer called [REDACTED]. The receptionist who answered advised that [REDACTED] no longer worked at this place of business.

7/25/2008 12:59:34 Tom Burns 6306

No Further Action Summary note rvwed By: Tom Burns on: 07/25/2008 : 12:59:31

8/5/2008 12:20:05 Nursen Kahraman 6357

[REDACTED] called and said that he hasn't heard from anyone and would like someone to please call him back as soon as possible. [REDACTED] gave his cell phone number for someone to call him, [REDACTED] that is the number he wants someone to call him on. writer advised him that it will be documented and pass on to an Escalation Specialist.

8/5/2008 12:20:15 Nursen Kahraman 6357

Call back Date: 08/05/2008 time: 13:00:00

Summary Notes

8/5/2008 13:20:47 Jennifer Burton 7843

Writer spoke with customer.

8/5/2008 13:20:51 Jennifer Burton 7843

Referral Summary note rvwed By: Jennifer Burton on: 08/05/2008 : 13:20:51

8/20/2008 10:40:45 Deborah Farino-Murphy 4613

Customer called and asked to speak to agent Jenny at ext 7843, that she was assisting him with an issue for some time.

Writer tried agents ext - no answer. Customer asked to be transferred to her voicemail. / DFMx4613

8/20/2008 10:41:05 Deborah Farino-Murphy 4613

Transfer

8/20/2008 16:30:48 Jennifer Burton 7843

Customer Contacted Summary note rvwed By: Jennifer Burton on: 08/20/2008 : 16:30:46

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2631984 **Cus Ident** 30203522 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Edison NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Last Sell Dlr 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 46826 **Prod Date** 11/10/2005 **Warr Date** 11/30/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	05/21/2008 19:32:37	Gretchen Young	6289
	Declined Tow - SRS Light On	05/21/2008 19:34:26	Gretchen Young	6289

Summary Notes

5/21/2008 19:32:14 Gretchen Young 6289

Primary Phone: [REDACTED]
 Current Mileage: 46826
 Dealer(s) involved: N/A

Situation: Customer called stating that her SRS light was on in the vehicle.

Action Taken: Writer offered a tow which was declined until after she arranged for a loaner vehicle with the dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2802863 **Cus Ident** 28491239 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 74303 MERCEDES-BENZ OF KNOXVIL KNOXVILLE TN
Last Sell Dlr 74303 MERCEDES-BENZ OF KNOXVIL KNOXVILLE TN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 13698 **Prod Date** 5/3/2006 **Warr Date** 6/15/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/22/2008 15:13:25	Jessica Cesar	6296

Summary Notes

9/22/2008 15:13:15 Jessica Cesar 6296

Primary Phone: [REDACTED]
 Current Mileage: 13698
 Dealer(s) involved: N/A

Situation: customer called stated that SRS malfunction light came on...

Action Taken: writer advised a tow...customer stated that she will call the closest dlr...writer provided phone number to customer.

9/22/2008 15:13:16 Jessica Cesar 6296

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2605581 **Cus Ident** 32487835 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

New City NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY
Last Sell Dlr 55106 MERCEDES-BENZ OF NANUET NANUET NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 11056 **Prod Date** 3/7/2006 **Warr Date** 5/10/2006 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	04/30/2008 16:30:12	Chantel Thomas	6309
CAC	Customer Dissatisfied with CAC/ Agent	06/02/2008 18:43:12	Eric Rios	4672
	Letter/Correspondence Response (when?)	06/02/2008 18:43:12	Eric Rios	4672

Summary Notes

4/30/2008 16:29:47 Chantel Thomas 6309

Primary Phone: [REDACTED]
 Current Mileage: 11056
 Dealer(s) involved: N/A

Situation: Customer called stating he was waiting for call back in reference to photos he sent that were taken from a accident he had with his vehicle. Customer stated he spoke with Randy.

Action Taken: Writer called Randy's ext. no answer. Writer advised customer that he would get a call back. Customer can be reached at 845 269 2569.

5/1/2008 09:59:42 Rosemary Robinson 7809

Writer reviewed above sum note and determined the concern involves referral # 206560 that was open on 4/28/08 relating to a accident and allegations due to a malfunction of airbag deployment. MBUSA CAC is waiting on photos.. i.e. by email.

Writer contacted [REDACTED] regarding the above concern.

Writer advised [REDACTED] to email the photos to (mailmaster@mbusa.com).

{Referral 206560}

Summary Notes

6/2/2008 18:42:56 Eric Rios 4672

██████████ called the CAC looking for case manager Mary M. He stated he received a letter from her and would like to speak to her . Writer tried to reach her but she was not available. Writer offered to transfer ██████████ to Mary's VM but customer stated he wanted resolution to his problem today or he would be going to the media with his alleged poor customer service from MBUSA. Writer offered to escalate call to a specialist.

6/2/2008 19:06:51 Diana Sanchez 7834

Referral notes updated.

6/5/2008 10:53:56 Michelle Lopusnak 7811

██████████ called back requesting to speak with Mary M> Writer called Mary and conference customer in with he

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2697134 **Cus Ident** 26472525 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ruston LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 44101 MERCEDES-BENZ OF JACKSON JACKSON MS
Last Sell Dlr 32571 HOLMES EUROPEAN MOTORS, SHREVEPORT LA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]
Mileage 66397 **Prod Date** 11/30/2004 **Warr Date** 1/3/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/12/2008 20:30:21	Chantel Thomas	6309

Summary Notes

7/12/2008 20:27:04 Chantel Thomas 6309
Cust. stated SRS go to workshop. Writer advised towing vehicle.
7/12/2008 20:28:27 Chantel Thomas 6309
No Escalation Required
7/12/2008 20:31:30 Chantel Thomas 6309
Cust. stated SRS go to workshop. Writer advised towing vehicle.
7/12/2008 20:31:48 Chantel Thomas 6309
Cust. stated SRS go to workshop. Writer advised towing vehicle.
7/12/2008 20:32:15 Chantel Thomas 6309
For your information
7/12/2008 21:41:53 Anthony Piraino 6297
customer called via teleaid stating the SRS light (in red) came on writer suggested to tow the vehicle to nearest dealership customer declined and stated he was driving to his daughter's house in Dallas, TX. (just a few minute' away) and would take car
7/14/2008 10:18:38 Jose M Carbajal 7855
No Further Action Summary note rvwd By: Jose M Carbajal on: 07/14/2008 : 10:19:11

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2986630 **Cus Ident** 33877221 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Redondo Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 24715 **Prod Date** 8/16/2004 **Warr Date** 10/21/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/27/2009 20:41:48	Timothy Gerber	6318

Summary Notes

1/27/2009 20:41:39 Timothy Gerber 6318

Primary Phone: [REDACTED]
 Current Mileage: 24715
 Dealer(s) involved: N/A

Situation: SRS Malfunction on Tele-Aid Incd# :75953627

Action Taken: Offered a tow. Tow was declined.

1/27/2009 20:41:42 Timothy Gerber 6318

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2569216 **Cus Ident** 40095148 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palm Beach FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Last Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112871X [REDACTED] **World Vin:** WDBUH87J56X [REDACTED]
Mileage 42662 **Prod Date** 12/5/2005 **Warr Date** 12/29/2005 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	04/02/2008 13:31:42	Melvin Rochester	4643

Summary Notes

4/2/2008 13:30:36 Melvin Rochester 4643

Primary Phone: [REDACTED]
 Current Mileage: 42662
 Dealer(s) involved: N/A

Situation: Customer states that SRS light came on.

Action Taken: Writer advised customer that vehicle is safe to drive but vehicle needs to go to dealer as soon as possible.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3382879 **Cus Ident** 44170816 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Ramon CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA
Last Sell Dlr 05154 W.I. SIMONSON SANTA MONICA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 48800 **Prod Date** 5/24/2005 **Warr Date** 6/29/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	09/29/2009 19:22:25	Eric Mueller	4662
	Declined Tow - SRS Light On	09/29/2009 19:26:49	Eric Mueller	4662

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/29/2009 19:22:25	Eric Mueller	4662

Summary Notes

9/29/2009 19:22:25 Eric Mueller 4662
 Roadside - Electrical Problem [See Roadside Ticket ID: 4120934]
 9/29/2009 19:26:37 Eric Mueller 4662

Writer advised with SRS light on veh should be towed for safety reasons. Cust declined tow. Cust stated will drive to Pleasanton dlr. Cust requested writer to connect with dlr service dept. Writer transferred cust to Srv Adv (Rick) EM 4662

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3618698 **Cus Ident** 31023376 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Surprise AZ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ
Last Sell Dlr 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 26647 **Prod Date** 3/14/2006 **Warr Date** 6/30/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Gear Shift Selector Stuck in Park	03/05/2010 14:29:24	Eric Mueller	4662
Airbag / Restraint System:	Airbag Inquiry	03/05/2010 14:28:33	Eric Mueller	4662

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/05/2010 14:28:37	Eric Mueller	4662

Summary Notes

3/5/2010 14:28:25 Eric Mueller 4662

What did the customer say? [REDACTED] contacted CAC stating veh had just been involved in an accident (Writer was unable to get city, state or hwy info), writer asked if cust was injured, cust stated "I was not hurt" cust claims air bags did not deploy. Cust had stated veh was stuck in park and AAA was on scene to tow veh, cust requested assistance with getting veh out of park.

What was your response? Due to situation (Cust was focused on getting veh onto tow truck without damage occurring to veh) and cust stating "I am on a busy hwy and can not hear you very well" Writer was only able to get a call back number from cust. Writer tried to assist AAA tow driver with removing cup holder to access manual transmission release, driver stated "You better make this fast or I'm just pulling the veh up" AAA driver stated could not hear writer very well (Due to traffic noise)
Cust and driver had writer on speaker, could not hear writer, when cust did come back to phone, stated "Veh is already on truck and I have to go" Writer was able to get a contact number and advised would forward to CM for return call, advised the call back would occur on Monday.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone): Unknown

Customer's preferred callback number: [REDACTED]

3/5/2010 14:29:29 Eric Mueller 4662

Call back Date: 03/05/2010 time: 3:00 PM EST

3/8/2010 18:54:18 Rosemary Robinson 7809

Writer spoke with [REDACTED] hm., apologized for her concerns/ accident.

Writer requested appropriate information in order to open up a case., for non airbag deployment.

[REDACTED] stated that she rear ended some one's RV trailer and "there was a lot of damage done to the front of my car and the air bags never deployed".

[REDACTED] stated that she will send writer a police report.

Harford/AARP Insurance policy# is [REDACTED] claim dept # [REDACTED]

The vehicle is located at Metro -17219 n 19th Ave Phoenix Az.

Writer will await the information requested . Writer advised writer name , email address : mailmaster@mbus.cor & the CAC fax # 201-476-6213.

Writer awaits the information, and will open a Tac case. , once writer receives the information from Ms Bennett.

3/8/2010 18:54:39 Rosemary Robinson 7809

Self reminder Date: 03/10/2010 time: 8:00 AM PST

3/11/2010 14:30:15 Rosemary Robinson 7809

Writer called [REDACTED] , and left her message advising her to call writer. , back., because writer has not received the pictures as of yet.

Writer awaits her return call.

3/11/2010 14:30:55 Rosemary Robinson 7809

Self reminder Date: 03/15/2010 time: 8:00 AM MST

3/12/2010 19:01:31 Rosemary Robinson 7809

Writer called [REDACTED] again [REDACTED] , and left her another., message advising her to call writer. , back., because writer has not received the pictures as of yet.

Writer awaits her return call.

3/12/2010 19:01:55 Rosemary Robinson 7809

Self reminder Date: 03/15/2010 time: 7:45 PM EST

Summary Notes

3/12/2010 19:02:26 Rosemary Robinson 7809

Self reminder Date: 03/15/2010 time: 8:00 AM PST

3/17/2010 19:58:26 Rosemary Robinson 7809

Writer finally received all of the information needed to open the case.

3/18/2010 11:09:40 Rosemary Robinson 7809

Referral

Summary note rvwed By: Rosemary Robinson on: 03/18/2010 : 11:07:11

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3634919 **Cus Ident** 45365908 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Address** [REDACTED]

Montebello CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 37000 **Prod Date** 6/8/2004 **Warr Date** 10/19/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Coverage Inquiry	03/15/2010 17:38:19	Eric Mueller	4662
	Declined Tow - SRS Light On	03/15/2010 17:38:07	Eric Mueller	4662
Service / Repairs	Synthetic Oil Recommendation	03/15/2010 17:37:58	Eric Mueller	4662
	Required Maintenance Inquiry	03/15/2010 17:37:53	Eric Mueller	4662
Customer File Maintenance	Vehicle Relationship Update	03/15/2010 17:37:46	Eric Mueller	4662
	Added Customer to FASTER	03/15/2010 17:37:46	Eric Mueller	4662

Summary Notes

3/15/2010 17:37:38 Eric Mueller 4662

What did the customer say? [REDACTED] has numerous question regarding above veh. Cust requested info related to service D, correct oil to use, oil capacity of engine, inquired why oil needs to be changed on a yearly period even if cust does not put many miles on veh.
 Cust also requested pricing for oil change, and number for roadside assistance and what coverage entailed. Cust also stated SRS light is on. Cust and veh relationship were not in system.

What was your response? Writer added cust and veh relationship into system, answered cust's questions related to service D, advised what oil to use and advised how much oil engine hold with filter as per Rap Md. Directed cust to contact above dlr for oil change and service D pricing. Advised cust to have veh towed as SRS is a safety related issues, writer advised of charge. Cust declined, and stated 'I've been driving the veh, I drive it to the dlr'

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

3/15/2010 17:38:21 Eric Mueller 4662

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3650267 **Cus Ident** 29611434 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone DUNCAN [REDACTED] **Phone Location** OK [REDACTED] **Residence**
Assign Dlr

Sell Dlr 65101 MERCEDES-BENZ OF OKLAHOMA OKLAHOMA CIT OK
Last Sell Dlr 65101 MERCEDES-BENZ OF OKLAHOMA OKLAHOMA CIT OK

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]
Mileage 52345 **Prod Date** 1/14/2005 **Warr Date** 5/25/2005 **Model** CLS500 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/24/2010 17:21:57	Robert Murphy	6326

Summary Notes

3/24/2010 17:21:44 Robert Murphy 6326

Writer received letter from customer communicating dissatisfaction with having to ask for PWA for a repair that he feels should have been recalled on his vehicle SRS lamp illumination pertaining to wiring.

Writer contacted customer and left message requesting CB

3/24/2010 17:21:59 Robert Murphy 6326

No Escalation Required

3/25/2010 17:09:20 Robert Murphy 6326

Writer contacted customer and left follow-up msg requesting CB.

No contact ltr drafted

Summary Notes

3/25/2010 17:16:07 Robert Murphy 6326

March 25, 2010

[REDACTED]
[REDACTED]
DUNCAN, OK [REDACTED]

Subject: Model: 2006 CLS500C
Serial No: WDDDJ75X26A [REDACTED]

Dear [REDACTED]

Thank you for your letter to MBUSA, LLC.

Upon receipt, I contacted you and left a message with my direct contact information.

Please call me at the number listed below to allow for further discussion of your inquiry.

Sincerely,

Robert M.
Executive Case Manager

CC:

Corres. 410740

3/29/2010 16:32:20 Robert Murphy 6326

Writer received call from customer this afternoon and had a brief discussion. Customer currently owns 5 MB vehicles and has been with the brand since 1974.

Writer apologized to customer for the inconveniences that he experienced and advised that the service bulletin is simply instructions for technicians-further that recalls and service campaigns are contingent on Vehicle Identification Numbers and ranges. Writer apologized to customer for any inconveniences that he experienced ir feeling that the dealership should have pro-actively known and assisted without the need for customer to contact the dealership asking for assistance.

Writer reflected on customer's longtime history with our brand and advised that moving forward, customer is welcome to contact writer directly should he feel the need. Customer very much appreciated this and thanked writer for taking the time to discuss this with him.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2888723 **Cus Ident** 629733 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone Medina WA [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 84602 PHIL SMART, INC. SEATTLE WA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information	
DBAG Vin 2112831X [REDACTED]	World Vin: WDBUH83J85X [REDACTED]
Mileage 18120	Prod Date 4/4/2005 Warr Date 4/28/2005 Model E500S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	11/25/2008 15:49:45	Keith Luther	6362

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seats	Non-Child Seat Issue	11/25/2008 16:53:58	Ted Swartz	6341

Summary Notes

11/25/2008 15:49:18 Keith Luther 6362

Primary Phone: [REDACTED]
 Current Mileage: 18120
 Dealer(s) involved: N/A

Situation: customer called to state that he is dissatisfied with the vehicle . When he folds down the rear seats to haul cargo , both front seats move forward. customer states that this is an unsafe position to sit in . customer feel this is a design flaw.

Action Taken: writer advised the customer this is designed so that when hauling cargo nothing comes in contact with the seatback so throw off the seat sensors for the passenger side airbag. customer does not like this explanation . writer sent to tier 3

11/25/2008 15:49:37 Keith Luther 6362

Transfer

11/25/2008 16:53:36 Norman Swartz 6341

The customer was called back and advised that his concerns would be documented.

Writer thanked customer for calling, apologized for any inconvenience, and advised customer that all comments will be documented and shared with the appropriate parties.

Summary Notes

11/25/2008 16:57:24 Norman Swartz 6341

Customer Contacted Summary note rwwed By: Norman Swartz on: 11/25/2008 : 16:57:21

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2819622 **Cus Ident** 29240998 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baldwin NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J25A [REDACTED]
Mileage 44244 **Prod Date** 7/7/2004 **Warr Date** 8/27/2005 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/04/2008 17:31:18	Richard Major	6348

Summary Notes

10/4/2008 17:31:03 Richard Major 6348

Primary Phone: [REDACTED]
 Current Mileage: 45000
 Dealer(s) involved: N/A

Situation: [REDACTED] called stating a SRS malfunction has come on his vehicle. Writer explained what the malfunction light indicates and suggested having the vehicle towed into the dealership as soon as possible. Mr. [REDACTED] declined to tow the vehicle tonight as offered by the writer.

10/4/2008 17:31:07 Richard Major 6348

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2777614 **Cus Ident** 43212048 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Georgetown TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX
Last Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]
Mileage 15209 **Prod Date** 10/15/2004 **Warr Date** 11/29/2004 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	09/26/2008 13:53:51	Paula Brown	4680
	Other	09/03/2008 11:56:04	Sadik Mujovic	4620

Summary Notes

9/3/2008 11:41:16 Sadik Mujovic 4620

██████████ called stating there is a "SRS/ Restraint" light in the dash and in red. Customer expressed that he did not feel safe to drive the vehicle due to the uncertain airbag ejection if in accident or while driving unexpectedly. Customer requested to have vehicle towed to MB of Albuquerque. Writer advised customer of possible tow charges.

Customer requested for a loaner vehicle to be brought to his location. Customer was not willing to ride with the tow truck. Customer also requested to have the vehicle towed from the dealer once the repairs have been made to the customer's location.

Writer called dealer and spoke with Svc Adv. Damiano to ask if a loaner was available for the customer. Damiano stated that there were no loaners available, but is willing to call a rental car service that the customer can pay for and save the receipts for reimbursement. Writer also asked Damiano if and when the vehicle is repaired could the dealer deliver the vehicle to the customer location under the trip interruption program. Damiano stated he spoke with the Svc Mgr and stated that they are low staffed for the rest of the week and is unable to assist with the delivery of the customer's vehicle.

Writer advised customer that he would have to pay for a rental vehicle and to save the receipts for possible reimbursement under the Trip Interruption program. Writer explained in detail with the customer defining the Trip Interruption program. Writer advised that customer had a total of \$900 within 3 days to use considering the problem with the vehicle is warrantied. Writer also advised customer that the vehicle can be towed from the dealer to the customer and informed that the tow would be approx \$650 per Jennifer from Kirby Balthop tow 505 836-2000. Writer also explained that the difference can be for the rental car if needed and not to exceed \$900. Customer agreed and understood the terms.

Writer confirmed with Jennifer from Kirby that when the vehicle is ready for pick up she will communicate with the Svc Mgr. for billing internally within the dealer and that Jennifer stated she will call roadside for a Call #.

Situation:

9/3/2008 11:43:08 Sadik Mujovic 4620

No Escalation Required

9/26/2008 13:53:19 Paula Brown 4680

██████████ called today regarding trip interruption reimbursement for vehicle reaquaintance that was denied. Customer states he spoke w/ SvcM Eddy and Melanie Warranty Clerk, however, was not given reason for decline.

Customer states the vehicle repairs were done under warranty and the total bill for car rental & tow to return vehicle back to customer came to approx. \$720. Customer submitted all necessary receipts & work order to his local dealer MB Georgetown.

Writer called to speak with SvcM Eddy, who was out to lunch, and Melanie warranty clerk was unavailable. Writer left a message w/ Cindy to have SvcM call o/w writer will call back Monday to determine status of trip interruption reimbursement.

Writer will call customer back at ██████████

9/26/2008 13:53:40 Paula Brown 4680

Self reminder Date: 09/26/2008 time: 14:30:00

9/26/2008 14:02:06 Paula Brown 4680

Cindy from MB Georgetown called writer back stating she spoke w/ Melanie - warranty who advised the claim was denied by regional mgr - Carl Hawkes who stated bringing vehicle back to customer location is not part of trip interruption.

Writer will look into further before calling customer back

9/29/2008 10:50:12 Paula Brown 4680

Writer spoke w/ Melanie in warranty who advised they are not aware of trip interruption enhancements(which would cover reuniting customer and vehicle once applicable repairs are completed (up to \$900)).

Writer is escalating to Tier 3 for resolution for customer.

Summary Notes

9/29/2008 10:50:29 Paula Brown 4680

Call back Date: 09/29/2008 time: 11:30:00

9/29/2008 10:50:57 Paula Brown 4680

Customer needs call back with answer

9/29/2008 11:44:15 Randall Bibber 4647

writer was advised by Paula that the dealer is handling the customer concern and they will be calling him back.

9/29/2008 11:44:22 Randall Bibber 4647

No Further Action Summary note rvwed By: Randall Bibber on: 09/29/2008 : 11:44:21

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2892114 **Cus Ident** 26504220 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hillsborough CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
Last Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112821X [REDACTED] **World Vin:** WDBUH82J95X [REDACTED]
Mileage 24188 **Prod Date** 9/17/2004 **Warr Date** 3/9/2005 **Model** E320S4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	11/28/2008 16:04:20	Sadik Mujovic	4620
	Declined Tow - SRS Light On	11/28/2008 16:05:43	Sadik Mujovic	4620

Summary Notes

11/28/2008 16:04:12 Sadik Mujovic 4620

Primary Phone: [REDACTED]
 Current Mileage: 24188
 Dealer(s) involved: N/A

Situation: [REDACTED] called on Teleaid stating vehicle SRS in red light came on and inquired to know whether it would be safe to drive.

Writer advised customer to stop the vehicle and have it towed. Writer advised the customer the possibility or the airbags not deploying in the event of an accident or deploying unexpectedly. Customer stated he did not want to tow the vehicle and will drive it until the dealer is open to service. Writer advised customer to call back if anything else happens and at that point to tow the vehicle.

Action Taken:
 11/28/2008 16:04:14 Sadik Mujovic 4620
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3193693 **Cus Ident** 45489451 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hanahan SC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 71389 **Prod Date** 7/8/2005 **Warr Date** 8/31/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/08/2009 13:32:47	Sadik Mujovic	4620

Summary Notes

6/8/2009 13:32:39 Sadik Mujovic 4620

Primary Phone: [REDACTED]
 Current Mileage: 71389
 Dealer(s) involved: N/A

Situation: Customer called stating vehicle " SRS restraint system" light came on.

Action Taken: Writer advised customer possibiity airbag malfunction and may not deploy and deploying unexpectingly. Writer advised customer vehicle be best to tow. Customer declined tow and stated he will drive th vehicle.

6/8/2009 13:32:48 Sadik Mujovic 4620

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3205722 **Cus Ident** 25024146 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Mount Pleasant SC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 34205 MERCEDES-BENZ OF HAGERS HAGERSTOWN MD
Sell Dlr 72320 BAKER MOTOR COMPANY OF CHARLESTON SC
Last Sell Dlr 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 54067 **Prod Date** 6/22/2004 **Warr Date** 8/28/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	High Cost of Repairs	06/16/2009 13:45:25	Sadik Mujovic	4620

Summary Notes

6/16/2009 13:45:00 Sadik Mujovic 4620

Primary Phone: [REDACTED]
 Current Mileage: 54067
 Dealer(s) involved: 34205

Situation: Customer called expressing his dissatisfaction with a transmission issue and a high bill for repairs. Customer stated on June 8th, 09 vehicle was brought to a non MB service station called Sees repairs shop alleging service MB vehicle. Customer states " I was driving and all of a sudden the gears were slipping. I brought it over to See's and they don't the repairs. They replaced a valve gear and several other things. See's service station brought the vehicle to MB of Hagerstown who replaced the Control unit. I had no direct contact with the dealer. I do know that Mr. See dealt with SvcA Adam Himmelwright. I have the vehicle now. My only complaint is that the vehicle only has 54K, the reason why this problem occurred was due to a O-ring and the oil was leaking on the wiring harness. I think this is a MB issue and it should have been addressed. I paid a total of \$ 2675 and I don't feel like I should have spent that much".

Customer is requesting that MBUSA reimburses a certain amount back.

Action Taken: Writer advised customer that dealers are in the best position to possibly offer a PWA consideration. Customer states " I did not work directly with them. I need help from MBUSA". Writer advised customer that his concerns will be noted and forwarded to the appropriate parties for review. Customer requested a call back at any time today.

6/16/2009 13:45:44 Sadik Mujovic 4620

Call back Date: 06/16/2009 time: 2:15 PM EST

Summary Notes

6/16/2009 14:45:17 Norman Swartz 6341

The writer contacted the customer and he is requesting reimbursement for some or all of this issue as he believes the trans fluid leaked out of a bushing and that's why the repair had to be done. Further the bushing was replaced before by his local MB dealer.

The customer was advised that I would look into his request and I would get back to him.

6/16/2009 14:45:33 Norman Swartz 6341

Self reminder Date: 06/17/2009 time: 3:15 PM EST

6/18/2009 15:38:20 Norman Swartz 6341

The writer spoke with the S/M he advised that they installed a control unit no repairs were made. The independent picked up the vehicle.

The customer was contacted, no PWA would be granted.

6/18/2009 15:38:44 Norman Swartz 6341

Customer Contacted Summary note rwwed By: Norman Swartz on: 06/18/2009 : 15:38:43

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3310127 **Cus Ident** 26527875 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Northville MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39128 MERCEDES-BENZ OF ANN ARB ANN ARBOR MI
Sell Dlr 39106 MERCEDES-BENZ OF NOVI NOVI MI
Last Sell Dlr 39106 MERCEDES-BENZ OF NOVI NOVI MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J45X [REDACTED]
Mileage 53000 **Prod Date** 11/19/2004 **Warr Date** 3/22/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	08/20/2009 08:29:47	Sadik Mujovic	4620
Warranty	Post Warranty Consideration Request	08/20/2009 08:29:58	Sadik Mujovic	4620

Summary Notes

8/20/2009 08:29:39 Sadik Mujovic 4620

Primary Phone: [REDACTED]
 Current Mileage: 53000
 Dealer(s) involved: 39128

Situation: [REDACTED] called to express her frustration with a service repair bill of \$ approximately \$700 for a repeat issue while vehicle was covered under the Manufacture Warranty. Customer stated while the vehicle was within the Man. warranty the SRS light appeared twice and was service at the MB of Novi. Customer states " MB of Novi told me they fixed it. The light appeared again last week so I had to take it to MB of Ann Arbor who are great to work with by the ways. There was an issue from what I understand with the wiring harness in the steering wheel. The car is ready for pick up today and I been dealing with Svca Ca Lasswell". Customer is requesting to know if MBUSA can extend the warranty due to customer claiming that the SRS light appeared twice while under the Manufacture Warranty. Customer stated she would like a call back as soon as possible due to vehicle ready for pick up.

Action Taken: Writer advised customer that her concerns will be forwarded to the appropriate parties for review.

8/20/2009 08:30:08 Sadik Mujovic 4620

Call back Date: 08/20/2009 time: 9:00 AM EST

Summary Notes

8/20/2009 09:50:26 Justin Haase 6302

Writer received escalated call from above customer care rep.

Writer phoned customer who re-iterated concerns as noted above.

Writer reviewed warranty history and customers vehicle was in dealer 39106 for an SRS light over three years ago and 36k miles ago. Writer customers description of repairs , repairs seem different in nature.

Writer advised customer of this however added that I would phone the SrvM to review further.

Customer responded by advising that she did not realize how long ago the repairs were and advised she didn't want to pursue assistance given this information.

Writer advised that I would still speak to the SrvM on customers behalf to review further.

Customer was appreciative and advised that she is VERY happy with her dealership.

8/20/2009 09:50:57 Justin Haase 6302

Writer phoned dealer 39128 and left a VM for callback with SrvM Keith S.

8/20/2009 09:51:32 Justin Haase 6302

Additional call required Date: 08/20/2009 time: 12:30 PM EST

8/21/2009 09:55:46 Justin Haase 6302

Writer phoned dealer 39128 and left a second VM for callback with SrvM Keith S.

8/21/2009 09:56:03 Justin Haase 6302

Additional call required Date: 08/21/2009 time: 3:00 PM EST

8/24/2009 09:58:32 Randall Bibber 4647

The writer called the dealer and spoke with Alianna (Secretary) and left a detailed message for Keith requesting a call back.

8/24/2009 11:28:17 Randall Bibber 4647

Additional call required Date: 08/25/2009 time: 12:00 PM EST

8/25/2009 16:21:07 Randall Bibber 4647

Additional call required Date: 08/26/2009 time: 10:00 AM EST

8/26/2009 09:39:04 Randall Bibber 4647

The writer called the dealer and spoke with Aliana a second time and left another message for Keith , Requesting a call back.

8/27/2009 14:06:45 Randall Bibber 4647

The writer called the dealer and spoke with Cam who said he was unaware of the customers concern because he was on vacation last week. Cam said he will speak with Keith and call the writer back with an update.

8/27/2009 14:07:20 Randall Bibber 4647

Additional call required Date: 08/28/2009 time: 10:05 AM EST

8/28/2009 10:41:04 Randall Bibber 4647

The writer received a call from Cam, who advised he spoke with the customer and she was very satisfied with he conversation with Justin and no additional assistance is needed.

8/28/2009 10:41:30 Randall Bibber 4647

NTMT Summary note rwwed By: Randall Bibber on: 08/28/2009 : 10:41:27

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3710527 **Cus Ident** 47517229 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Calgary Alberta CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD
Sell Dlr 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information	
DBAG Vin 2110871X [REDACTED]	World Vin: WDBUF87J86X [REDACTED]
Mileage 100000	Prod Date 1/27/2005 Warr Date 5/14/2005 Model E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/04/2010 11:25:51	Sadik Mujovic	4620

Summary Notes

5/4/2010 11:25:36 Sadik Mujovic 4620

What did the customer say? [REDACTED] called expressing his frustration with an SRS light and in need of a new wiring harness.

Customer stated he is currently in Canada and brought the vehicle to Loan Star MB where customer alleges it was diagnosed. Customer states " I have done some research on the internet and saw so many issues with this. It is known that the reason why this happens is because the wiring harness is short causing issues. Its a known problem that MB knows about and this should be fixed with no charges. Loan Star also didn't really treat me all that great because its an American vehicle and it wasn't bought from them".

Customer is requesting that MBUSA covers the cost of repair amounting to approximately \$700 for repairs.

Customer stated he will drive into the U.S if needed to repair the issue.

What was your response? Writer advised that there are no recalls or Service campaigns and vehicle no longer under warranty. Customer insisted that this is a safety concern due to the SRS light appearing and should be handled properly by MBUSA. Writer advised will forward concerns for review.

What commitment(s) did you make to the customer (including timeframe)? 24 hr call back.

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number: [REDACTED]

5/4/2010 11:27:41 Sadik Mujovic 4620

Call back Date: 05/04/2010 time: 12:00 PM PST

5/4/2010 11:29:06 Sadik Mujovic 4620

The above listed dealer is not the dealer that diagnosed the vehicle. A Canadian dealer diagnosed it. Writer was unable to escalate due to non MB dealer.

Summary Notes

5/4/2010 11:29:11 Sadik Mujovic 4620

Call back Date: 05/04/2010 time: 12:00 PM PST

5/5/2010 13:34:10 Richard Major 6348

Writer spoke with [REDACTED] who reiterated the above concerns stating, he has been advised by the MB Canada dealership that the cause of the concern is due to the "short" wiring harness, and due to the customer driving with the steering column fully extended extra pressure was put on the harness causing it to trigger a fault code. The customer states he was quoted approximately \$700 for the repair however, feels MBUSA should step in and cover the charges as it is a manufacturer's defect.

Writer apologized for the concerns, advising MBUSA has no ability to extend any PWA for vehicles in Canada as MB Canada is run independently from MBUSA. Writer advised the only way PWA for this concern can be reviewed would be after the vehicle is diagnosed by an authorized MBUSA dealership, advising that assistance would not be guaranteed even after the vehicle is diagnosed, as the review process is performed on a case by case basis.

The customer expressed his dissatisfaction with the information provided, stating MBUSA should stand behind the "known issue" regardless of where the vehicle is. The customer states he will think about bringing the vehicle back to the states to have the concerns addressed and ended the call.

5/5/2010 13:34:24 Richard Major 6348

No Further Action

Summary note reviewed By: Richard Major on: 05/05/2010 : 13:34:22

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3723794 **Cus Ident** 7388793 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hurley NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55212 FRIENDLY MOTORCARS WAPPINGERS F NY
Sell Dlr 55116 MERCEDES-BENZ OF LARCHM LARCHMONT NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 44000 **Prod Date** 11/10/2005 **Warr Date** 12/13/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inquir	Recall/Service Campaign Inquiry	05/13/2010 09:33:02	Sadik Mujovic	4620

Summary Notes

5/13/2010 09:32:51 Sadik Mujovic 4620

What did the customer say? [REDACTED] called stating the SRS light appears at times and was diagnosed at the dealer and was provided an estimate to repair. Customer would like to know if there are any recalls on the vehicle for the SRS or electrical system.

What was your response? Writer confirmed using VMI that there are no recalls or campaigns on this issue. Customer thanked Writer for the assistance.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

5/13/2010 09:33:03 Sadik Mujovic 4620

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2699171 **Cus Ident** 41007135 **Legal** **Note Type** Summary Note
Customer Competitive Edge Inc.
Address [REDACTED]

Urbandale IA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 28105 MERCEDES-BENZ OF DES MOII DES MOINES IA
Sell Dlr 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 17339 **Prod Date** 7/11/2005 **Warr Date** 8/17/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/14/2008 15:37:11	Theresa Caliendo	4622

Summary Notes

7/14/2008 15:36:05 Theresa Caliendo 4622

Primary Phone:
 Current Mileage: 17339
 Dealer(s) involved: N/A

Situation: Customer, [REDACTED] called that he was very upset with this dealership and he felt that someone should know that this dealership is ruining Mercedes reputation. He brought his vehicle in to have the SRS light reset an order a part for it. Customer stated that After 2 weeks, he had not heard anything so when he was driving by he stopped in. Dennis Christie was standing there and said " OH NO .. I forgot to order part." Another Two weeks later, when part comes in, customer drops off car in morning and at 5:01 he gets a call that it is the wrong part th: was ordered. Customer stated that he is seriously considering going over to Lexus for his and the cars he orders for his company. But has decided that perhaps Mercedes should know what is going on at this dealership. Customer stated at this point he will be taking his repairs else where and submitting bills to Mercedes because h is so disappointed with this dealership. As of today, he called dealership at 10:30 this morning and again at 1:30 and has not got a call back as to if his car is ready. He is now driving around for the last month with his 5 year olc and no airbags.

Action Taken: Writer advised customer that his concerns would be documented and an escalation specialist would call him back by tomorrow. Please call his cell at [REDACTED]

7/14/2008 15:36:26 Theresa Caliendo 4622

Call back Date: 07/14/2008 time: 16:00:00

7/14/2008 16:55:06 Romy Parekh 7832

Customer Contacted Summary note rwwed By: Romy Parekh on: 07/14/2008 : 16:55:05

Summary Notes

7/16/2008

19:14:09

Anne Larson

6319

corr # 357117 [REDACTED] sent email

TO WHOM IT MAY CONCERN: I am writing for assistance to get some customer care and repair on my 2006 CLS-500 auto. I have attempted to get a local Lithia Mercedes Benz Dealer to correct some auto issues for the past month without much success. I stopped in for evaluation of a problem and told them to order the parts for repair...only to find in a follow up call 2 weeks later that the Customer Care representative forgot to order the part....when finally ordered it took 2 weeks for a call to come back in...and then...after a full day in the shop a call came at 5 PM that the part was not correct and that the repair could not be made. Also, I had a door adjusted for better closing...but now a DOOR AJAR warning light constantly lights on the instrument panel. In effect...I now have 2 issues to deal with. I called your Customer Care phone number and sat on hold for over 30 minutes.....with no response. I Expect a call to me on my mobile phone at [REDACTED]. I currently own 2 MB vehicles..but this type of customer care is not acceptable and needs immediate remedy. Sincerely, [REDACTED]
Moines, Iowa [REDACTED]

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2948097 **Cus Ident** 17212572 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Dix Hills NY [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr

Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 43763 **Prod Date** 9/1/2004 **Warr Date** 11/15/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/07/2009 11:32:05	Theresa Caliendo	4622

Summary Notes

1/7/2009 11:31:52 Theresa Caliendo 4622

Primary Phone: [REDACTED]
Current Mileage: 43763
Dealer(s) involved: N/A

Situation: SRS indicator light came on

Action Taken: Advised to turn steering wheel all the way to the Right ~then turn all the way to the left~ back to center. Open close car door and then on If it does not reset, then schedule appt for dealership to check.

1/7/2009 11:31:54 Theresa Caliendo 4622

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3157649 **Cus Ident** 45406799 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Hallandale FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr
Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 32692 **Prod Date** 2/4/2005 **Warr Date** 2/28/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/13/2009 20:49:31	Michael Maglio	4696

Summary Notes

5/13/2009 20:49:18 Michael Maglio 4696
 Primary Phone: [REDACTED] 4474
 Current Mileage: 32692
 Dealer(s) involved: N/A

Situation: [REDACTED] called to update his vehicle relationship and also inquired about lower ambient lighting that will not turn off. He also explained that from time to time the SRS light will come on

Action Taken: Writer updated vehicle information and advised that if the lighting is staying on and draining the battery the vehicle should brought into the dlr for further assistance. If the SRS light is displayed MBUSA strongly recommends that vehicle should be towed to dlr

5/13/2009 20:49:35 Michael Maglio 4696
 No Escalation Required

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 3250782 **Cus Ident** 10571874 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Haymarket VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 28084 **Prod Date** 10/6/2004 **Warr Date** 11/12/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/16/2009 16:41:42	Michael Maglio	4696

Summary Notes

7/16/2009 16:41:26 Michael Maglio 4696

Primary Phone: [REDACTED]
 Current Mileage: 28084
 Dealer(s) involved: N/A

Situation: Cust called to inquire of the "airbag disabled" sign on her vehicle.

Action Taken: Writer explained that this means that no one is sitting in that seat and the airbag is off

7/16/2009 16:41:44 Michael Maglio 4696

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3414811 **Cus Ident** 7563925 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Raleigh NC [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 59218 LEITH, INC. RALEIGH NC
Last Sell Dlr 59218 LEITH, INC. RALEIGH NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112651A [REDACTED] **World Vin:** WDBUH65J55A [REDACTED]
Mileage 40106 **Prod Date** 10/27/2004 **Warr Date** 12/30/2004 **Model** E320S 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Navigation System	Navi System Features Assistance	10/20/2009 18:26:04	Michael Maglio	4696
Roadside	Declined Tow - SRS Light On	10/20/2009 18:25:54	Michael Maglio	4696

Summary Notes

10/20/2009 18:25:49 Michael Maglio 4696

What did the customer Say?

Cust called to request assistance with the nav system volume.. Cust then inquired of the severity of the SRS indicator being illuminated

What was your response?

Writer assisted cust with nav volume and also warned cust the MB recommends that the vehicle be towed in such situations of the SRS light being on. Cust decided tow and will drive vehicle to dlr

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by timezone):

Customer's preferred callback number:

10/20/2009 18:26:06 Michael Maglio 4696

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3539584 **Cus Ident** 2656764 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Vineland NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 12101 MERCEDES-BENZ OF WILMING WILMINGTON DE

Last Sell Dlr 12101 MERCEDES-BENZ OF WILMING WILMINGTON DE

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J85A [REDACTED]
Mileage 34213 **Prod Date** 1/14/2005 **Warr Date** 4/12/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/02/2010 16:46:23	Christine Dingler	6361

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/12/2010 13:37:46	Michael Maglio	4696

Summary Notes

1/12/2010 13:37:40 Michael Maglio 4696

What did the customer say?

[REDACTED] called regarding an SRS issue that he is experiencing. CUst explained that his vehicle was brought in 3 times for the SRS light to an independent who informed him of a service bulletin for this issue

What was your response?

Writer advised that vehicle would need to be diagnosed by an MB dlr before any coverage or assistance can be offered. Writer transferred cust over to dlr for further assistance

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

1/12/2010 13:37:51 Michael Maglio 4696

No Escalation Required

Summary Notes

1/29/2010 17:51:44 Christine Dingler 6361

Corres # 407617

Prefix: Mr.

First Name: [REDACTED]

Last Name: [REDACTED]

Suffix:

Address: [REDACTED]

City: vineland

State: NJ

Zip Code: [REDACTED]

Email Address: [REDACTED]

Primary Phone: [REDACTED]

Primary Phone Type: Home

Primary Phone Best Time: AM

Secondary Phone: [REDACTED]

Secondary Phone Type: Mobile

Secondary Phone Best Time: AM

Comments:

i own a 2005 e320cdi purchased at mb of wilmington , delaware in april of2005..as i live apx one hr+ from the dealer i had service performed at an authorized mb repair shop in vineland .under warreny apx one year ago, my srs warning light appeared. the shop reset it and said glitches in the computer happens.this was diagnosed as the driver airbag. In december 2009 eight months after my warrenty expired ithe srs light cme on again. my shop lost the mb repair franchise so iwent to ditmire motorworks who only works on mercedes.They informed me that a service bulletin was issued for repair.Items involved were replace scm harness and 10 solder connectors.His estimate using the service bulletin of 3 hours and parts was for \$477.22. I declined and called mb with the proble who connected me with my mb dealer in Wilmington.The service manager said as i did not have service performed at thier shop a fix could not be done under a goodwill program.As this is a SAFETY ISSUE i had Ditmire repair .

2/2/2010 16:46:16 Christine Dingler 6361

Writer spoke with [REDACTED] regarding above.

Writer apologized for his experience.

Customer stated that he had reached out to his selling dealership, MB of Wilmington, who advised that because vehicle is not serviced through them, they would be unable to assist.

Customer stated that he used to have service completed by Quality Lincoln Mercury in Millville, NJ but dealer no longer has MB Franchise. Customer states that this dealer use to assist him with repairs after warranty expired. Customer repeated that he now goes to an independent who only works on MB's and advised of bulletin.

Writer advised that what independent was seeing was a tech bulletin, not recall or service campaign which customer understood.

Writer also advised that once warranty expires, dealer reviews request for assistance after warranty has expired on a case by case basis , and customers service history with them is taken into consideration. Customer asked i dealer could do a repair in the future and MBUSA consider after. Writer advised that consideration must be reviewed by dealer (and MBUSA) prior to completion of repairs.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3550856 **Cus Ident** 44659631 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED]
Address [REDACTED]

Oakland MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39121 MERCEDES-BENZ OF ROCHESTER ROCHESTER MI
Sell Dlr 39420 ORRIN B HAYES, INC. KALAMAZOO MI
Last Sell Dlr 39420 ORRIN B HAYES, INC. KALAMAZOO MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J36A [REDACTED]
Mileage 42150 **Prod Date** 8/31/2005 **Warr Date** 11/8/2005 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	01/20/2010 11:40:48	Michael Maglio	4696
Fulfillment/Customer Req	Transfer-Cust Requests Specific Rep	01/21/2010 17:30:31	Irene Ganssle	6203

Summary Notes

1/20/2010 11:40:30 Michael Maglio 4696

What did the customer say?

[REDACTED] j called regarding a concern with the quality of his vehicle. Cust explained that he has had many parts wear out prematurely and does not understand how this could happen to a high quality Mb vehicle. Cust explained that while under warranty all 4 ball joints were replaced, now a about 1000K later the bottom right ball joint needs to be replaced again. CUsT brought the vehicle is for SRS malfunction and was told that the SRS wiring harness needs to be replaced at a charge of \$400 which is half off offered by dlr. Cust SvcA is Peter who explained that h spoke to the SvcM and this is what can be offered. CUsT is requesting to speak with a manager regarding the quality of the vehicle

What was your response?

Writer apologized for the inconvenience and explained that items such as ball joints and tie rod ends are considered wear items and can wear sooner according to driving style. Cust understands this but would still like t discuss vehicle quality with manager

What commitment(s) did you make to the customer (including timeframe)?

call back within 24hrs

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

[REDACTED]

1/20/2010 11:40:52 Michael Maglio 4696

Call back Date: 01/20/2010 time: 12:15 PM CST

Summary Notes

1/20/2010 16:43:00 Jennifer Kapr 4616

Writer contacted [REDACTED] on [REDACTED] Cust reiterated concern. Cust stated that the dlr offered 50% off the wiring harness and nothing towards the other repairs needed. Cust asked writer "what kind of MB would need these repairs one month out of warranty"?

Writer apologized for concern and advised that further research would be done in regards to the cust's request for further PWA. Writer advised that the cust would be contacted back accordingly.

1/20/2010 16:43:06 Jennifer Kapr 4616

Self reminder Date: 01/20/2010 time: 5:15 PM EST

1/21/2010 17:30:20 Irene Ganssle 6203

Mr. Ivezaj called requesting to speak to Jennifer X4616

1/21/2010 17:30:57 Irene Ganssle 6203

Transfer

1/21/2010 17:52:17 Jennifer Kapr 4616

Writer received transfer.

Writer spoke with dlr SvcM, Kevin, yesterday. Kevin advised that 50% off of the wiring harness only was the most that could be offered. Kevin stated that the other items were service related while the wiring harness was safety related.

Writer had not contacted cust back to update when cust called back in while in the dlr. Writer confirmed with cust that 50% was the most that could be offered. Cust asked who makes the decisions, the dlr or MBUSA. Writer advised that MBUSA relies on the dlrs to diagnose concerns and provide feedback. Cust proceeded to speak with SvcM while writer was still on the phone. Kevin advised cust that the vehicle had an overall lack of service and that cust was not the original owner, all components of PWA. Cust stated that he feels regardless that the vehicle is an MB and should not have these concerns with such low mileage. Kevin advised that he would look into concern again to see if anything additionally could be offered. Cust stated to writer that the concern was being handled and cust ended the call.

1/21/2010 17:52:44 Jennifer Kapr 4616

Customer Contacted

Summary note rwwed By: Jennifer Kapr on: 01/21/2010 : 17:52:34

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 2656680 **Cus Ident** 31928479 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Holbrook

NY [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 55111

MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY

Last Sell Dlr 55111

MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2193751A [REDACTED]**World Vin:** WDDDJ75X16A [REDACTED]**Mileage** 26077 **Prod Date** 2/27/2006 **Warr Date** 4/29/2006 **Model** CLS500i 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/10/2008 17:23:38	Olivia Crvaric	6224
Airbag / Restraint System:	Deactivation Notification	06/10/2008 17:23:55	Olivia Crvaric	6224

Summary Notes

6/10/2008 17:23:23 Olivia Crvaric 6224

Primary Phone: [REDACTED]

Current Mileage: 26077

Dealer(s) involved: N/A

Situation:

[REDACTED] contacted via TeleAid to claim that his SRS light was coming on in his vehicle and advising him to visit the workshop. He wanted to know what his SRS was and what his warning light meant.

Action Taken:

Writer stated that SRS stood for Safety Restraint System and pertained to his seatbelt and airbag system. Writer stated that for whatever reason this malfunction has occurred, his airbag and seatbelt system have been compromised and it is possible that they will fail to work in the event on an accident or that it is possible for the airbags to suddenly deploy. Writer advised customer to drive with the utmost caution and to visit workshop as soon as possible as vehicle is advising.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3096274 **Cus Ident** 45094030 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Houston TX [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 75117 MERCEDES-BENZ OF HOUSTOI HOUSTON TX
Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX
Last Sell Dlr 75133 ALEX RODRIGUEZ LEAGUE CITY TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 26960 **Prod Date** 10/10/2005 **Warr Date** 2/28/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/03/2009 10:09:38	Olivia Crvaric	6224

Summary Notes

4/3/2009 10:09:07 Olivia Crvaric 6224

Primary Phone: [REDACTED]
 Current Mileage: 26960
 Dealer(s) involved: N/A

Situation:

[REDACTED] called on behalf of [REDACTED] (due to language barrier) to express concern that when the vehicle was involved in a recent accident, no airbags deployed. She states that the vehicle was both front and rear end and that no air bags deployed and [REDACTED] was injured in the accident. She described the vehicle as totaled and stated that the insurance company is in possession of the vehicle. She states that currently [REDACTED] has retained the assistance of a lawyer if necessary in the matter.

Action Taken:

Writer advised she would escalate the matter to a CM and warm transferred representative to CM Randy for further assistance.

4/3/2009 10:09:08 Olivia Crvaric 6224

No Escalation Required

4/3/2009 10:09:55 Olivia Crvaric 6224

Transfer

4/3/2009 15:29:34 Randall Bibber 4647

Please see referral #-211832

4/3/2009 15:29:43 Randall Bibber 4647

Referral Summary note rvwed By: Randall Bibber on: 04/03/2009 : 15:29:43

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3225701 **Cus Ident** 26464858 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Santa Paula CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Last Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 46452 **Prod Date** 12/21/2004 **Warr Date** 2/12/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	06/29/2009 14:34:45	Olivia Crvaric	6224

Summary Notes

6/29/2009 14:34:38 Olivia Crvaric 6224
 Primary Phone: [REDACTED]
 Current Mileage: 46452
 Dealer(s) involved: N/A

Situation:

[REDACTED] called requesting technical assistance with his vehicle. He alleges that the SRS light has come on in the instrument cluster and would like to know what the means.

Action Taken:

Writer advised customer SRS light indicated a possible malfunction with the safety restraint systems in his vehicle therefore should bring his vehicle to the dealership for further diagnosis as this was a safety concern. Customer stated that there was a light on stating that the passenger side airbag was disabled. Writer advised customer that this light customarily illuminates when the occupant has left the seat therefore disabling the need for the airbag.

6/29/2009 14:34:47 Olivia Crvaric 6224
 No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3330807 **Cus Ident** 44399256 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
Last Sell Dlr 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 26053 **Prod Date** 2/22/2006 **Warr Date** 4/11/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Dissatisfaction with Sale	08/26/2009 12:36:39	Omar Guerra	6230
	Dissatisfied CPO Certification	08/26/2009 12:36:39	Omar Guerra	6230

Summary Notes

8/26/2009 12:35:49 Omar Guerra 6230

Primary Phone: [REDACTED]
 Current Mileage: 26053
 Dealer(s) involved: 05619

Situation: [REDACTED] has called in to file a complaint against MB Dlr. The customer claims he purchase vehicle last week and before leaving MB Dlr the customer claims he realized there was a clicking sound when he started the vehicle. The customer claims he left the vehicle there and was told that it his carburetor was decarbonized. The customer claims it temporarily fixed the problem. The customer claims a day later the noise came back. The customer claims MB Dlr has advised him they will be moving a wiring harness and adjusting his Poly V Belt in order to avoid noise from being heard. The customer claims he feels this is not normal and is no longer interested in this vehicle. The customer claims MB Dlr is not cooperating.

Action Taken: Writer apologized to customer for his experience. Writer advised customer his concerns will be documented and shared with the appropriate personnel. The customer requests a call back.

8/26/2009 12:36:59 Omar Guerra 6230

Call back Date: 08/26/2009 time: 12:15 PM PST

8/26/2009 15:06:43 Tom Burns 6306

Writer called the customer to advise that he was following up on the customer's call to the CAC earlier.

Customer reiterated the above.

Writer advised that the dealerships are independently owned and operated and this will ultimately have to be resolved with the dealer. Customer advised that he would contact the dealer on the customer's behalf and get back to the customer after contact is made. Writer provided his contact information.

Summary Notes

8/26/2009 15:06:56 Tom Burns 6306

Self reminder Date: 08/26/2009 time: 3:45 PM EST

8/26/2009 15:19:04 Tom Burns 6306

Writer called PO SIsM Gretchen who advised that the vehicle is fine and operating as designed. Gretchen advised that a meeting is set up with the SrvM Rob Meder and the customer's SrvA to assure customer that his vehicle is operating as designed and is fine.

Writer advised Gretchen that the customer had advised him that there was a meeting set up for 1:00 PT. Writer thanked Gretchen for her input.

8/26/2009 15:27:23 Tom Burns 6306

Writer called the customer to advise of the writer's contact to the dealer.

Customer claimed that he was advised that he owns the car and customer stated that he knows his rights.

Writer advised that Gretchen had advised the writer that the customer could chose any other CPO vehicle on the property.

Customer stated that none of them were what he wanted.

Writer wished him well with the meeting.

8/26/2009 15:27:30 Tom Burns 6306

Customer Contacted Summary note rvwed By: Tom Burns on: 08/26/2009 : 15:27:23

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2586277 **Cus Ident** 33381214 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mullica Hill NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ
Sell Dlr 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]
Mileage 33738 **Prod Date** 1/10/2005 **Warr Date** 1/31/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	04/16/2008 10:49:05	Romy Parekh	7832
	Overall Dissatisfaction with Service	04/16/2008 10:49:05	Romy Parekh	7832
	Repeat Visit for Same Issue	04/16/2008 10:49:06	Romy Parekh	7832
	Dealer Unable to Diagnose Problem	04/16/2008 10:49:05	Romy Parekh	7832
Vehicle Quality	Frequency of Repairs	04/16/2008 10:49:25	Romy Parekh	7832
	Overall Dissatisfaction with Quality	04/16/2008 10:49:25	Romy Parekh	7832
MBUSA	Buyback Issue (Used by Market Team)	04/15/2008 16:07:37	Roshad Petteway	6240

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	04/16/2008 10:49:10	Romy Parekh	7832
Electrical System	Electrical System	04/16/2008 10:49:13	Romy Parekh	7832
Air Bags	Airbag	04/16/2008 10:49:15	Romy Parekh	7832

Summary Notes

4/15/2008 16:06:10 Roshad Petteway 6240

Customer called stating he wants his vehicle bought back. Customer claims his vehicle is "a piece of junk", and v should just "look at the service history". Customer requests call back [REDACTED]

Summary Notes

4/16/2008 10:47:57 Romy Parekh 7832

Writer contacted [REDACTED] on [REDACTED] regarding the above.

Customer claimed, "I think this vehicle is a lemon due to the multiple, on-going issues with the transmission and electrical system on the car. I have brought it back and forth for the transmission slipping and don't feel safe in the vehicle. Recently the SRS light came on and my service advisor - Rich cancelled my appointment and I had to wait for a week to reschedule. At least, offer me to drive another rental vehicle in the time because it is a safety issue. The service I have received at dealer and the intermittent, reoccurring problems I have had with the vehicle - turn me away from every getting another Mercedes. I want to see what Mercedes can do, otherwise I have been in touch with my lawyer and will take action."

Writer apologized for customer's experiences and frustration and advised that our dealership are in the best position to diagnose/repair our vehicles under terms of NVLW. Writer offered to place a call to SM at MB of Cherry Hill to further discuss concerns.

Customer can be reached at [REDACTED]

4/16/2008 15:21:55 Romy Parekh 7832

Writer contacted MB of Cherry Hill and attempted to speak with SM - Monica S. regarding the above concerns.

Writer left VM with writer's name/ext to call back, as well as, brief explanation of [REDACTED] concerns/request.

4/17/2008 14:14:02 Romy Parekh 7832

Writer attempted to reach SM - Monica S. however no answer.

Writer left VM with writer's name/ext.

4/17/2008 16:54:12 Romy Parekh 7832

SM - Monica S. contacted writer at personal extension.

SM advised that she had discussed this matter with SD - Jack S. and SD has spoke with [REDACTED] regarding the above concerns.

SM advised that currently customer is satisfied with discussions with SD - Jack however dealership is determining if any further assistance is possible however once she received further update - she will contact writer.

Writer noted accordingly.

5/7/2008 10:14:43 Romy Parekh 7832

Writer received CLB request in Escalation Queue however noticed an alternate ES (Jennifer B.) had spoken with customer yesterday 5/6/08.

Please refer to CA Ref. 206705.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2625721 **Cus Ident** 26373285 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Chocowinity NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 59218 LEITH, INC. RALEIGH NC

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2110651A [REDACTED]	World Vin: WDBUF65J95A [REDACTED]
Mileage 23449	Prod Date 10/14/2004 Warr Date 1/13/2005 Model E320W 2005

Summary Notes

5/16/2008 17:21:42 Roshad Petteway 6240

Customer states her srs light goes on and off for no reason . Writer advised customer to have the vehicle towed t the nearest dealership but customer stated they would call the dealership and set up an appointment .

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2644443 **Cus Ident** 11017252 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jacksonville FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL
Last Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]
Mileage 11407 **Prod Date** 6/30/2004 **Warr Date** 8/25/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/01/2008 12:26:28	Roshad Petteway	6240

Summary Notes

6/1/2008 12:26:21 Roshad Petteway 6240

Customer states her SRS light is on. Writer advised customer she should have it towed to the nearest dealership. The customer stated she is handicapped and does not want to be stuck. Writer advised her to tow it first thing in the morning.

Summary Notes

10/28/2008 13:40:05 Rosemary Robinson 7809

Sub code for a Fire- is incorrect,

Writer contacted [REDACTED] regarding the window wiper motor malfunction , vehicle smoking, and the vehicle has been , at the dealership for a week.

[REDACTED] stated that, he dissatisfied with the lack of follow up with the dealership Friendly Motors NY, and the vehicle has been in service since October 23, 2008.. [REDACTED] stated., " I'm in the process of shipping the vehicle down to Florida on Monday November 3, 2008". " I need a answer" " I was told by the service department., that someone from MBUSA was going to come out, and inspect the vehicle".

Writer apologized for [REDACTED] dissatisfaction , and advised that writer wood look into this concern on behalf him.

Writer added that Service Manager- Brian Morris, would be in the best position to advise in this regard, and is able to make any determinations on behalf of MBUSA.

Writer also advised that customer's concerns would be documented and shared with the appropriate parties.

Writer will follow up with the Service Manager- Brian Morris to determine [REDACTED] concerns.

The best number to reach [REDACTED] on is [REDACTED] cc

10/28/2008 13:40:21 Rosemary Robinson 7809

Self reminder Date: 10/28/2008 time: 16:15:00

10/28/2008 13:45:28 Rosemary Robinson 7809

Writer contacted Friendly motors Ny and spoke with the Serv Manager- Brian Morris, regarding any further information regarding [REDACTED] vehicle.

The ServM. stated that he will look into this concern and will contact writer back.

10/28/2008 16:58:59 Rosemary Robinson 7809

Self reminder Date: 10/29/2008 time: 13:30

10/29/2008 11:22:21 Rosemary Robinson 7809

Self reminder Date: 10/29/2008 time: 13:30:00

11/6/2008 15:04:09 Rosemary Robinson 7809

The Serv Director -Brian Morris advised that the vehicle is being fixed , and the Sam and fuse box wiring harness has to be replaced, and [REDACTED] is okay with the repair.

No further action at his time.

11/6/2008 15:07:34 Rosemary Robinson 7809

No Further Action Summary note rvwed By: Rosemary Robinson on: 11/06/2008 : 15:06:49

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3422936 **Cus Ident** 7361274 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Mequon WI [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 86412 CONCOURS MOTORS, INC. GLENDALE WI
Sell Dlr 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J16X [REDACTED]
Mileage 38000 **Prod Date** 7/6/2005 **Warr Date** 9/27/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/26/2009 13:15:38	Roshad Petteway	6240
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	10/26/2009 17:02:38	Justin Haase	6302

Summary Notes

10/26/2009 13:15:32 Roshad Petteway 6240

What did the customer Say? [REDACTED] called stating he was not aware his warranty expired has an SRS malfunction. Cust claims the dlr advised the wiring is \$900.00 alone and cust requests PWA. Cust claims he spoke with the SrvM who advised he would also reach out to MBUSA then contact cust back .

What was your response? Writer advised his request will be documented and shared with CM for callback .

What commitment(s) did you make to the customer (including timeframe)? Callback within the business day .

Customer's preferred callback date/time (by timezone):

Customer's preferred callback number: [REDACTED]
 10/26/2009 13:16:09 Roshad Petteway 6240

Call back Date: 10/26/2009 time: 3:45 PM CST

Summary Notes

10/26/2009 17:02:20 Justin Haase 6302

Writer received escalated call from above customer care rep.

Writer phoned customer on [REDACTED]

Customer re-iterated concerns as noted above.

Writer advised customer that I would speak with the SrvM Dan on customers behalf and that customer would receive follow-up subsequent to review by either writer or SrvM.

Customer was appreciative.

Writer phoned dealer 86412 and spoke to SrvM Dan who advised that he has reviewed with AOM and was about to reach out to customer. Dealer will be extending 50% coverage of total repair as a goodwill gesture.

SrvM will phone customer and will follow-up with writer should there be any concerns.

10/26/2009 17:10:49 Justin Haase 6302

No Further Action

Summary note rvwed By: Justin Haase on: 10/26/2009 : 17:10:46

10/27/2009 13:19:47 Justin Haase 6302

SrvM phoned writer and left a VM advising that he extended the offer to the customer who has accepted it, and is pleased.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2885254 **Cus Ident** 18863427 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Victorville CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr 05127 MERCEDES-BENZ OF WEST COAST WEST COVINA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]
Mileage 14039 **Prod Date** 8/3/2005 **Warr Date** 10/5/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	11/23/2008 13:56:21	Shunda Wallace	6241

Summary Notes

11/23/2008 13:56:12 Shunda Wallace 6241

Primary Phone: [REDACTED]
 Current Mileage: 14039
 Dealer(s) involved: N/A

Customer called with questions regarding they're SRS light and the oil dipstick location. As per customer SRS light went off after he started the vehicle back up. Writer was able to assist with both. Customer was satisfied.

Situation:

Action Taken:

11/23/2008 13:56:13 Shunda Wallace 6241

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2832095 **Cus Ident** 28474440 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Daytona Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL
Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL
Last Sell Dlr 14115 MERCEDES-BENZ OF DAYTON/ DAYTONA BEAC FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J85A [REDACTED]
Mileage 85686 **Prod Date** 1/10/2005 **Warr Date** 5/31/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	10/14/2008 14:56:04	Donna Danyluk	6239
	Explain Charges/Work Performed	10/14/2008 14:56:04	Donna Danyluk	6239
	Work Performed Not Explained to Satisfac	10/14/2008 14:56:04	Donna Danyluk	6239
Warranty	Post Warranty Consideration Request	10/15/2008 14:06:02	Christine Dingler	6361

Summary Notes

10/14/2008 14:50:59 Donna Danyluk 6239

Primary Phone: [REDACTED]
 Current Mileage: 68582
 Dealer(s) involved: 14115

Situation:

Customer states his rear sunshade will not go up or down and his SRS Airbag light is on. Customer is dissatisfied because he refers to what he believes to be "excessive" repairs on his 3.5 year old vehicle. Among them are a check engine light, glow plugs, rotors replaced, and now he's learned that a wiring harness (\$1500) needs to be replaced.

Action Taken:

Writer informed customer that an illuminated SRS Airbag light indicates a potentially unsafe situation since the airbags may deploy when not needed and may not deploy when needed. Writer offered to tow but customer declined stating he's bringing it to dealer tomorrow. Writer suggested that customer speak directly to the service manager regarding the repairs on his vehicle as a first step. Writer explained that the service manager would be in the best position to discuss the state of his vehicle, the types of repairs completed, and the rationale for them. Customer will speak to service manager tomorrow

10/15/2008 14:05:42 Christine Dingler 6361

ServM Bruce Jones phoned writer to advise that he met w/ customer this morning regarding above. ServM state that dealer has repaired and will cover 100% of cost for SRS light concern. Dealer is reviewing rear window shade at this time - no promise of Post Warranty Assistance has been given.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2912335 **Cus Ident** 33106881 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Juneau AK [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 02103 MERCEDES-BENZ OF ANCHOR, ANCHORAGE AK

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 19139 **Prod Date** 1/27/2005 **Warr Date** 5/14/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	12/12/2008 21:54:02	Prabvinder Kavr	4683
Warranty	New Vehicle Limited Warranty inquiry	12/12/2008 21:53:45	Prabvinder Kavr	4683

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/12/2008 21:54:05	Prabvinder Kavr	4683

Summary Notes

12/12/2008 21:51:22 Prabhinder Kavr 4683

Primary Phone:
Current Mileage: 19139
Dealer(s) involved: N/A

Situation: [REDACTED] stated the SRS malfunction light appears in instrument cluster. [REDACTED] expressed his preference not to drive vehicle due to this malfunction, and stated he had obtained cost information on tows to Seattle (\$600) and tow to MB Anchorage (\$1000). [REDACTED] requested information regarding warranty coverage for tow of vehicle from Juneau, AK to either Seattle, WA or Anchorage, AK.

Action Taken:
Writer informed [REDACTED] that the SRS malfunction indicator meant that the airbags may or may not deploy in the event of an accident.
Writer informed [REDACTED] if the repair is not covered under the warranty, the tow charge would not be covered as well.
Writer informed [REDACTED] that tow charges are covered for warrantable repairs, and the determination is made by the dealership. Furthermore, writer informed [REDACTED] that, due to the distance, the entire tow charge may not be covered through the basic new car warranty (per information provided by SL Peter H.).

Writer suggested that [REDACTED] contact the dealership in Seattle, WA to see what information they would be able to provide regarding reimbursement for the tow charges for warrantable repairs.
[REDACTED] claimed he had already had spoken with MB Anchorage regarding tow charges, but they were not willing to offer any assistance.
[REDACTED] would like to know if there is any consideration available through MBUSA to assist with tow, or if he could be provided with information regarding the exact amount of tow coverage he would be entitled to under the warranty.

12/12/2008 21:55:20 Prabhinder Kavr 4683

[REDACTED] phone number is 907-321-6196.

12/12/2008 21:55:52 Prabhinder Kavr 4683

Call back Date: 12/15/2008 time: 16:30:00

12/15/2008 16:20:38 Peter Henke 6291

Writer spoke with Tier 3 Escalation Specialist Rosemary Robinson, and confirmed when representative approached me regarding call on 12-12-08, writer advised representative to advise customer we could arrange flatbed tow on his behalf to nearest MB dealer MB of Anchorage if he chose not to drive vehicle to dealer, however charges for tow would be at his expense. Writer further advised if customer wished to make his own arrangements regarding tow, he could present charges to dealer for consideration for reimbursement.

12/15/2008 16:23:58 Rosemary Robinson 7809

No Further Action Summary note reviewed By: Rosemary Robinson on: 12/15/2008 : 16:23:50

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2886954 **Cus Ident** 8109410 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Sausalito CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA
Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Last Sell Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 46947 **Prod Date** 11/22/2004 **Warr Date** 1/22/2005 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/24/2008 14:33:33	Keith Maniscalco	4682

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/24/2008 14:33:34	Keith Maniscalco	4682

Summary Notes

11/24/2008 14:33:18 Keith Maniscalco 4682

Primary Phone: [REDACTED]
 Current Mileage: 46947
 Dealer(s) involved: N/A

Situation: cust stated that she saw the dealer 3 times for the SRS light and it is going off.

Action Taken: writer offered her to speak with tier 3. cust wanted to call the dealer. writer provided the number to the dealer. please call the cust today at [REDACTED]

11/24/2008 14:33:55 Keith Maniscalco 4682

Call back Date: 11/24/2008 time: 16:15:00

11/24/2008 16:40:52 Rosemary Robinson 7809

Writer checked with Tier 2 agent who advised that the customer wanted to speak with the dealership, and the phone number to RAB Motors San Rafael Ca , was provided by the Tier 2 Agent. San Rafael Ca.

Writer advised that the RAP should have offered towing.

11/24/2008 16:47:24 Rosemary Robinson 7809

No Further Action Summary note rwwd By: Rosemary Robinson on: 11/24/2008 : 16:47:23

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3057707 **Cus Ident** 38057578 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Upland CA [REDACTED]
Phone [REDACTED] **Phone Location** Mobile

Assign Dlr

Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Last Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 83906 **Prod Date** 2/16/2005 **Warr Date** 4/8/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/09/2009 20:03:06	Keith Maniscalco	4682

Summary Notes

3/9/2009 20:02:56 Keith Maniscalco 4682

Primary Phone: [REDACTED]
 Current Mileage: 83906
 Dealer(s) involved: N/A

Situation: customer stated that his srs light was on and inoperative

Action Taken: writer advised the customer to see the dealer ASAP to resolve the issue

3/9/2009 20:02:57 Keith Maniscalco 4682

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3646903 **Cus Ident** 3064894 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Kenner LA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 32507 MERCEDES-BENZ OF NEW ORL METAIRIE LA
Last Sell Dlr 32507 MERCEDES-BENZ OF NEW ORL METAIRIE LA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]
Mileage 29643 **Prod Date** 4/22/2005 **Warr Date** 5/31/2005 **Model** E350W 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/22/2010 19:08:43	Keith Maniscalco	4682

Summary Notes

3/22/2010 19:08:34 Keith Maniscalco 4682

What did the customer say? customer states the SRS light went on as malfunctioning

What was your response? writer advised the customer to see the dealer

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

3/22/2010 19:08:46 Keith Maniscalco 4682

No Escalation Required

3/22/2010 19:18:39 Eric Rios 4672

[REDACTED] called in and stated he received the message "SOS / tele-aid - visit workshop". He stated he called in to make sure the system is working OK.

Writer informed customer that the system is working normally as all the information appeared on the screen.

Writer informed customer that the error message will clear out after re-starting the vehicle. Otherwise, it should be brought to a DLR for service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3193909 **Cus Ident** 15998933 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Wayne NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Last Sell Dlr 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]
Mileage 82008 **Prod Date** 7/13/2004 **Warr Date** 11/1/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	06/08/2009 15:04:26	Angela Suarez	7817
	Repeat Visit for Same Issue	06/08/2009 15:04:26	Angela Suarez	7817
Vehicle Quality	Frequency of Repairs	06/08/2009 15:04:13	Angela Suarez	7817
	High Cost of Repairs	06/08/2009 15:04:13	Angela Suarez	7817

Summary Notes

6/8/2009 15:04:01 Angela Suarez 7817

Primary Phone: [REDACTED] Husband / [REDACTED]
 Current Mileage: 82000
 Dealer(s) involved: 51118

Situation: [REDACTED] called in about her vehicle that she has been having trouble with : the vehicle starts but it doesn't move even when the gas is being pressed on. Customer states the vehicle went into the DLR 5/7/09 and that it has been back 3 times since then for the same issue because it continues to happen, the customer was credited back the money from the first visit but now the customer is being charged \$500 and the DLR is stating now that the vehicle would need to be re-wired for 10K. Customer is highly upset and stated that " The DLR has : bad reputation, there liars, and thieves." Customer stated she doesn't want to pay for this because they advised the customer they have no idea what is going on with the vehicle and they feel they should re-wire the car as the best solution. Customer still has the loaner car and she will not return it , Writer advised the customer loaner service are the DLRs responsibility and that if there are any consequences the DLR will advise the customer. Customer feels that her vehicle should be fixed correctly and would like assistance.

[REDACTED] is working with ServA Bob Smith regarding her problem with the vehicle not moving.

Action Taken: Writer apologized for what has happened and advised the customer that she should speak to the ServM , Customer refused and would like a CM to give her a call back.

6/8/2009 15:04:39 Angela Suarez 7817

Call back Date: 06/08/2009 time: 4:00 PM EST

Summary Notes

6/8/2009 16:17:04 Diana Sanchez 7834

She advised the vehicle would start and go normally, but when coming to a stop it takes a very long time to pick up speed and when in N it will not go over 4,000 RPM.

Writer spoke with [REDACTED], who stated the dealer is "holding [her] car hostage." She says the dealer could not find the problem and has suggested that entire wiring be replaced.

She advised the dealer will not release her vehicle unless she pays the \$500 labor fee.

She states she will not pay for that and she will not return the loaner they gave her.

She states the dealer is "trying to pull a fast one. I know four people that used to work there and no longer do because the dealer has bad practices and tries to get money out of people whatever way possible."

6/8/2009 16:20:57 Diana Sanchez 7834

Writer called Chris Burke and left a message.

6/8/2009 16:21:15 Diana Sanchez 7834

Self reminder Date: 06/09/2009 time: 9:00 AM EST

6/9/2009 10:56:10 Frank Obregon 6353

[REDACTED] is calling on behalf of his wife. [REDACTED] is returning Ms. Diana call back (CM). [REDACTED] would like a return call on his cellular - [REDACTED]

6/9/2009 10:56:25 Frank Obregon 6353

Transfer

6/9/2009 12:22:21 Diana Sanchez 7834

Chris called writer and left a message. Writer returned call and left another message.

6/9/2009 14:49:26 Diana Sanchez 7834

Chris Burke advised the dealer replaced the throttle actuator thinking that would resolve the issue. They credited the customer when they came back with the same issue.

They are unable to duplicate the concern now and have put in hour of their work in diagnostic time.

They have contacted TAC and have been advised the cases they have received similar to this have been resolved with ME and Wiring harness. He stated he does not recommend this repair be done.

They have not been able to diagnose the issue.

6/9/2009 14:52:29 Diana Sanchez 7834

Writer called customer's husband and advised of above. He states he is dissatisfied with having to pay \$500 and still having to go elsewhere to have issue repaired.

Writer apologized and advised that dealer is an independently owned and operated company and they make the decision regarding their labor rates.

Writer informed that until they are able to duplicate the issue, they won't be able to diagnose.

Customer thanked writer for time.

6/9/2009 14:52:35 Diana Sanchez 7834

Customer Contacted Summary note rvwd By: Diana Sanchez on: 06/09/2009 : 14:52:38

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3426553 **Cus Ident** 22740246 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Miller Place NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL
Sell Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL
Last Sell Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]
Mileage 39071 **Prod Date** 9/7/2005 **Warr Date** 11/30/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	CPO Inquiry	10/28/2009 15:14:10	Angela Suarez	7817

Summary Notes

10/28/2009 15:14:06 Angela Suarez 7817

What did the customer say?

[REDACTED] called in asking for assistance with the wiring harness he is being subject to pay since the CPO warranty doesn't cover it. Customer wanted to know if this is correct.

What was your response?

Writer apologized for what has happened and advised the customer to check his CPO paper work, since its a limited warranty and doesn't cover everything. Writer advised that the DLR is the best in position to define what is and what isn't covered. Writer advised to speak to ServM Cindy L if he would like a better explanation. Customer was pleased with the information provided.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

10/28/2009 15:14:12 Angela Suarez 7817

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3553264 **Cus Ident** 18159388 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Havre De Grace MD [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dlr

Sell Dlr 67105 MERCEDES-BENZ OF WEST CHESTER PA

Last Sell Dlr 67294 KEENAN MOTORS DOYLESTOWN PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 54640 **Prod Date** 9/30/2004 **Warr Date** 11/1/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	01/21/2010 17:08:16	Angela Suarez	7817

Summary Notes

1/21/2010 17:08:09 Angela Suarez 7817

What did the customer say?
 [REDACTED] called in asking for the vehicle Airbag enabled light on the display.

What was your response?
 Writer advised what it meant. Customer was pleased with the information provided.
 What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:
 1/21/2010 17:08:18 Angela Suarez 7817

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3608589 **Cus Ident** 29579783 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Manhasset NY [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 19844 **Prod Date** 9/14/2005 **Warr Date** 10/20/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	02/27/2010 13:39:15	Debra Allalouf	4602

Summary Notes

2/27/2010 13:39:05 Debra Allalouf 4602

What did the customer say? Cust has an SRS/visit workshop. Declined tow.

What was your response? Cust has not driven for a few weeks. Low battery. Is recharging it and declined tow. She will keep an eye on it.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/27/2010 13:39:17 Debra Allalouf 4602

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2733006 **Cus Ident** 29197409 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

San Francisco CA [REDACTED]

Phone **Phone Location**
Assign Dlr

Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

Last Sell Dlr 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J55X [REDACTED]
Mileage 35064 **Prod Date** 11/19/2004 **Warr Date** 4/10/2005 **Model** E500W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/06/2008 00:08:52	Charleston Nickles	7829

Summary Notes

8/6/2008 00:08:40 Charleston Nickles 7829

Primary Phone:
Current Mileage: 35064
Dealer(s) involved: N/A

Situation: [REDACTED] called and started SRS light is on, and to bring to dealership

Action Taken: Writer advised car will need to be brought into dealership, advised tow service of customer, an customer declined. Writer advised customer if air bags may not deploy during accident and strongly advised tow. Customer stated only 30 mins from home and declined service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2846691 **Cus Ident** 29529532 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Front Royal VA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr

Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD
Last Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26JX6A [REDACTED]
Mileage 48400 **Prod Date** 3/27/2006 **Warr Date** 4/28/2006 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/24/2008 19:44:45	Dominick Girgenti	4545

Summary Notes

10/24/2008 19:44:35 Dominick Girgenti 4545

Primary Phone: [REDACTED]
 Current Mileage: 48400
 Dealer(s) involved: N/A

Situation: Customer called stating his vehicle is showing an SRS light.

Action Taken: Writer advised a tow bc of possible a malfunction in the restraint systems. The air bags or emergency tensioning devices (ETDs) could deploy unexpectedly or fail to activate in an accident. Customer declined tow and stated he will call his dealership Monday morning.

Summary Notes

9/16/2009 19:22:49 Norman Swartz 6341

██████████ was left a v/m for a return call.

9/16/2009 19:23:02 Norman Swartz 6341

Additional call required Date: 09/17/2009 time: 2:00 PM EST

9/28/2009 16:29:05 Norman Swartz 6341

The writer spoke with Orlando the S/M he advised that he would assist the customer. The customer was advised to speak with Orlando when she gets the vehicle fixed.

9/28/2009 16:29:52 Norman Swartz 6341

Customer Contacted

Summary note rvwd By: Norman Swartz on: 09/28/2009 : 16:29:54

10/7/2009 10:38:21 Sonia Weaver 4675

██████████, called requesting to speak to ext 6341

Writer advised her that he will not be until noon and placed in his voicemail.

Summary Notes

10/15/2009 16:24:34 Dominick Girgenti 4545

What did the customer say?

██████████ called stating his SRS light came on in his vehicle which he brought to MB Fayetteville.

Srv Advisor Douglas Baker stated to customer vehicle is out of warranty and customer would have to pay \$560 to have issue fixed.

Customer is aware vehicle is out of warranty but believes he should not pay for something that is safety related.

What was your response?

Writer apologized but advised customer if vehicle is out of warranty, it would be customer pay.

Customer then stated he will remember this when he purchases another vehicle bc customer stated he had other brand vehicles which would cover safety issues even when vehicle is out of warranty.

Do to customer's dissatisfaction, writer advised issue will be documented for a CM for possible post warranty assistance.

What commitment(s) did you make to the customer (including timeframe)?

Customer advised CM to contact him "whenever".

Customer's preferred callback date/time (by timezone):
"whenever"

Customer's preferred callback number:
██████████

10/15/2009 16:24:55 Dominick Girgenti 4545

Call back Date: 10/15/2009 time: 5:30 PM EST

10/15/2009 18:57:15 Romy Parekh 7832

Writer reviewed above CLB notes and will contact customer tomorrow to further discuss [due to amount of CLB's as well as, any Dealer Management being out of office already - writer will follow-up tomorrow].

10/15/2009 18:57:27 Romy Parekh 7832

Self reminder Date: 10/16/2009 time: 7:00 AM EST

10/16/2009 10:38:10 Romy Parekh 7832

Writer attempted to reach customer on ██████████ however no answer [went straight to VM].

Writer left VM with name/ext., along with hours of operation.

10/16/2009 10:38:16 Romy Parekh 7832

Additional call required Date: 10/16/2009 time: 11:15 AM EST

Summary Notes

10/16/2009 12:34:04 Romy Parekh 7832

Writer received call on personal extension from customer regarding the above.

Customer reiterated concerns, claiming "I wouldn't expect a Mercedes to have SRS issues with only 32,000 miles. I wanted to see if there assistance that can offered through Mercedes?"

Writer apologized for customer's experiences and frustration regarding the above. Writer made customer aware of NVLW terms [4yrs/50K miles; whichever comes first] which has expired. Also, assuring customer there are no active campaign(s), nor any issued, regarding this matter.

Writer advised customer that Post-Warranty Assistance is reviewed on a case-by-case basis by Dealership Management and MBUSA has trust in dealer to determine consideration based on vehicle terms, dealership relation, etc.

Customer claimed, "I know they have provided assistance towards other repairs previous [writer confirmed as per VMI] but don't want them to get into trouble about this. I really wanted to see if MBUSA can offer help because the concern is really the early failure of safety equipment on the car."

Writer offered to look into this matter however unable to guarantee any further consideration can be given - customer understood.

10/16/2009 12:34:26 Romy Parekh 7832

Self reminder Date: 10/16/2009 time: 1:15 PM EST

10/16/2009 12:35:32 Romy Parekh 7832

Writer contacted MB of Fayetteville and spoke with SrvM - Michael T. and relayed above PWA request.

Writer and SrvM confirmed previous offer(s) of good-will however understands customer request and will review further. Writer will await contact from SrvM regarding the above.

10/16/2009 15:21:08 NETSTAR

Name : Michael Thomas (Service Manager)
Phone : 910-487-0000 (x-258)

Post Warranty / Good Will Offer
Offer Made (Expiration Date : 10/16/2009)

Reviewed with Customer
Yes (By Phone) (Review Date : 10/16/2009 13:00:00)

Customer Expectations
Met

10/30/2009 15:23:51 Romy Parekh 7832

Writer contacted MB of Fayetteville and spoke with SrvM - Michael T. regarding the above.

Writer apologized for delay in return call however inquired details to above DLR Sumnote.

SrvM advised he reviewed concerns and was able provide PWA towards SRS repair and customer was satisfied SrvM advised case closed.

Writer noted accordingly.

10/30/2009 15:24:05 Romy Parekh 7832

No Further Action

Summary note rwded By: Romy Parekh on: 10/30/2009 : 15:24:01

Summary Notes

2/23/2010 15:02:34 Dominick Girgenti 4545

What did the customer say?

██████████ called stating he brought his vehicle into Plaza Motor for an SRS light.

SrvA Jeff Copeland diagnosis the issue as a "broken wire in the steering harness" which will cost customer \$780

SrvA told customer this has been occurring often and that MB "restructured" it so when it occurs, it can be fixed properly.

Customer would like to know if MB cost assisted him with the cost since MB was made of aware of this on-going issue with this particular yr and model vehicle.

What was your response?

Writer apologized for the inconvenience but advised customer if it was an on-going issue and MB addressed it, there would be a service or recall campaign for the vehicle.

According to the VMI, there is no recall for this particular issue.

Furthermore, writer advised customer to contact SrvM at the dealership who will review his issue for post warrant assistance.

Customer stated he would like MB to verify the information he received from the dealership and assist him with price instead.

Writer advised issue will be documented for a CM.

What commitment(s) did you make to the customer (including timeframe)?
within 24 hrs.

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/23/2010 15:02:45 Dominick Girgenti 4545

Call back Date: 02/23/2010 time: 3:45 PM CST

2/24/2010 11:44:41 Timothy Ucker 7810

Writer called ██████████ at ██████████ who reiterated above claiming SrvD has already reviewed and decline his request based on the fact that he has a third party ELW which declined repair. Customer alleges he does not understand position because SrvD has provided assistance in the past for a suspension concern even though he has a third party ELW. Writer advised age and mileage is also a factor although the SrvD would be the appropriate contact regarding details. Customer demanded writer to make a decision and writer advised writer could inquire but initially supports the dealer because the vehicle is out of warranty by over 20K and customer has received assistance in the past. Customer alleges he will reach out to SrvD for a better understanding and call back if needed. Customer also alleges the only reason he called is because the dealer advised this is a known issue and writer explained parts may have been updated although this does not justify coverage.

2/24/2010 11:44:58 Timothy Ucker 7810

No Further Action

Summary note rvwed By: Timothy Ucker on: 02/24/2010 : 11:44:55

2/24/2010 12:05:34 Timothy Ucker 7810

Sent email to SrvM and AOM

2/24/2010 18:26:56 Dominick Girgenti 4545

██████████ called back stating SrvD will not return his call.

Writer advised customer that he spoke with the CM recently and advised customer to call back tomorrow if SrvD still does not return his call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3703738 **Cus Ident** 40144133 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Williamsville NY [REDACTED]

Phone ([REDACTED]) **Phone Location** Mobile

Assign Dlr 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dlr 39106 MERCEDES-BENZ OF NOVI NOVI MI

Last Sell Dlr 31403 TAFEL MOTORS, INC. LOUISVILLE KY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 85000 **Prod Date** 4/4/2005 **Warr Date** 7/25/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	04/29/2010 14:04:08	Dominick Girgenti	4545
Vehicle Quality	Frequency of Repairs	04/29/2010 14:03:58	Dominick Girgenti	4545
Roadside	Check Engine Light	07/08/2010 20:38:29	Theresa Mc Carthy	4601

Summary Notes

4/29/2010 14:03:51 Dominick Girgenti 4545

What did the customer say?

██████████ called stating he purchase his vehicle in Nov 2007, however it has been in the dealership 5 times; 4 times for the check engine light.

Customer stated the first time it was brought into MB of Buffalo, the counter balance shaft had to be worked on.

The other 3 times included oxygen sensors, wire harness, and manifold exhaust had to be replaced.

Customer stated both SrvA Neil Tate & Paul Garneret have been assisting customer, but customer would like ME to assist him with getting vehicle fixed or assuring that it would be covered after the warranty expires because his CPO warranty is about to expire.

What was your response?

Writer apologized for the inconvenience and advised customer to contact SrvM at the dealership.

Since each dealership is individually owned and operated, SrvM is in the best position to assist customer and address issue after warranty expires.

Customer stated the dlr has been great, however issue still occurs therefore he would like assistance from MBUSA.

Writer advised issue will be documented for a CM.

What commitment(s) did you make to the customer (including timeframe)?
within 24 hrs.

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

██████████

4/29/2010 14:04:12 Dominick Girgenti 4545

Call back Date: 04/29/2010 time: 2:45 PM EST

4/30/2010 12:35:47 Mariano Carbajal 7855

Writer left VM on ██████████ preferred phone number ██████████

4/30/2010 12:36:08 Mariano Carbajal 7855

Additional call required Date: 05/03/2010 time: 11:00 AM EST

4/30/2010 14:57:00 Sadik Mujovic 4620

██████████ called requesting to speak with CM Mariano.

Writer transferred customer to Mariano.

4/30/2010 14:57:08 Sadik Mujovic 4620

Transfer

4/30/2010 15:12:48 Mariano Carbajal 7855

Referral

Summary note rvwd By: Mariano Carbajal on: 04/30/2010 : 15:12:48

Summary Notes

7/8/2010 20:38:23 Theresa Mc Carthy 4601

██████████ called the CAC and stated that his check engine light is on again and he is bringing the vehicle to the dealership now.

Customer stated that something has to be done to make this right. He stated he feels he should not have to keep bringing the vehicle to the dealership for the check engine light, he stated this is a Mercedes-Benz.

Writer advised customer that his additional concerns would be noted and forwarded to a Case Manager for follow up.

Writer advised customer to allow 24 hours for follow up.

Customer can be reached at ██████████

7/8/2010 20:38:40 Theresa Mc Carthy 4601

Call back Date: 07/09/2010 time: 8:00 AM EST

7/9/2010 16:26:35 Ted Swartz 6341

The customer was left a v/m for a return call. He does have a open referral and the notes were updated. They are looking into his issue.

7/9/2010 16:27:41 Ted Swartz 6341

Self reminder Date: 07/12/2010 time: 5:00 PM EST

7/12/2010 18:53:05 Ted Swartz 6341

No Further Action

Summary note rvwd By: Ted Swartz on: 07/12/2010 : 18:53:02

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3233915 **Cus Ident** 6475079 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Scarsdale NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 09103 MERCEDES-BENZ OF GREENW GREENWICH CT

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]
Mileage 101449 **Prod Date** 11/3/2004 **Warr Date** 12/30/2004 **Model** E320W4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/05/2009 18:50:33	Robin Hoey	4617

Summary Notes

7/5/2009 18:50:15 Robin Hoey 4617

Primary Phone: [REDACTED]
 Current Mileage: 101449
 Dealer(s) involved: N/A

Situation: [REDACTED] daughter called stating SRS malfunction warning was displayed and passenger airbag deployed "by itself".

Action Taken: Writer advised tow and advised vehicle unsafe to drive. [REDACTED] stated her father was on his way and writer provided extension to call back to secure service.

7/5/2009 18:50:54 Robin Hoey 4617

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3719448 **Cus Ident** 29559763 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Last Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 48000 **Prod Date** 8/9/2005 **Warr Date** 10/19/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/10/2010 14:15:46	Sharon Duffy	4606
Customer File Maintenance	Vehicle Relationship Update	05/10/2010 14:16:08	Sharon Duffy	4606
	Telephone Update	05/10/2010 14:16:08	Sharon Duffy	4606
	Incorrect Owner Listed (Mr. vs. Mrs. eg)	05/10/2010 14:16:08	Sharon Duffy	4606
	Mileage Update	05/10/2010 14:16:08	Sharon Duffy	4606
Vehicle Information Inquiry	Recall/Service Campaign Inquiry	05/10/2010 14:16:15	Sharon Duffy	4606

Summary Notes

5/10/2010 14:15:40 Sharon Duffy 4606

What did the customer say?

██████████ states he brought the vehicle into Downtown LA Motors with the SRS light on.

Phil, Svc Adv advised customer that the vehicle requires a "new harness module in the steering wheel" as the pa is "defective".

Customer wants to know "how could an airbag fail"? This is a "Mercedes-Benz"?

Customer was advised to phone us by Phil to inquire if "MBUSA would waive the cost" since the vehicle is no longer under warranty.

Customer states he already paid \$138 for diagnosis and \$766 is the estimate for repair.

What was your response?

Writer suggested that customer speak with GM, Elay Sung at the dealership, as he would be in the best position provide assistance, as the dealerships are independently owned and operated.

Writer advised customer that if there are further questions or concerns, do not hesitate to call us.

Customer was transferred to dealership for further assistance.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

5/10/2010 14:16:22 Sharon Duffy 4606

For your information

5/10/2010 14:16:43 Sharon Duffy 4606

Writer checked VMI for open recalls or service campaigns and there were none listed.

5/10/2010 15:11:46 Simon Knott 7814

Writer reviewed and forwarded to relevant parties.

5/10/2010 15:12:06 Simon Knott 7814

NTMT

Summary note rwwed By: Simon Knott on: 05/10/2010 : 15:12:04

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3501992 **Cus Ident** 10574379 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

El Cajon CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA
Last Sell Dlr 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112561A [REDACTED] **World Vin:** WDBUH56J56A [REDACTED]
Mileage 38027 **Prod Date** 6/1/2005 **Warr Date** 9/20/2005 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/17/2009 18:09:18	Jose Gutierrez	6312

Summary Notes

12/17/2009 18:09:13 Jose Gutierrez 6312

What did the customer say? [REDACTED] called in stating that his vehicle was displaying the SRS prompt on the instrument cluster. Customer stated that he was involved in a rear end collision where someone hit him. Customer stated that he drove the vehicle home and parked it in his garage after the accident was reported.

What was your response? Writer advised customer to have vehicle towed, customer refused until the vehicle would be towed based on the insurance company assessment.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

12/17/2009 18:09:20 Jose Gutierrez 6312

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2875999 **Cus Ident** 12517287 **Legal** **Note Type** Roadside Assistance
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Wilmette IL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL
Last Sell Dlr 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]
Mileage 12906 **Prod Date** 3/8/2005 **Warr Date** 6/16/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/16/2008 16:39:04	AnnMarie Harmuch	6335

Summary Notes

11/16/2008 16:38:13 AnnMarie Harmuch 6335

Customer called in stating that the vehicle had a restraint system malfunction light illuminated. Writer advised the customer to pull over in a safe location, this error message means there is something wrong with the airbag sensors and at this time the airbags could deploy while driving or they could not deploy if the vehicle was in an accident. Writer advised to have the vehicle towed. Customer declined tow and stated he was close to home, that he would drive home and schedule a tow for tomorrow. Customer thanked writer for her assistance.

11/16/2008 16:38:16 AnnMarie Harmuch 6335

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2984062 **Cus Ident** 22069890 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Redding CA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr

Sell Dlr 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 30436 **Prod Date** 4/19/2005 **Warr Date** 6/17/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Accident/ Damage-No Referral or Action	01/26/2009 13:36:51	Simon Knott	7814

Summary Notes

1/26/2009 13:35:49 Simon Knott 7814

Primary Phone: [REDACTED]
 Current Mileage: 30436
 Dealer(s) involved: N/A

Situation: Customer new owner of vehicle. Customer stated vehicle was in a light accident, airbags not deployed, and now will not start.

Action Taken: Writer updated records to show new owner. Writer assisted with lock unlock reset and vehicle failed to start. Writer asked if any warnings were showing. Customer stated that indicators, mirrors, ESP and ABS were showing as warnings. Writer explained that vehicle had detected a fault in the braking and stability systems and that was why vehicle will not start. Writer advised vehicle be towed to nearest MB dealership for inspection. Customer stated that he had AAA and would do so.

1/26/2009 13:35:56 Simon Knott 7814

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3009440 **Cus Ident** 28952373 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Yorba Linda CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Last Sell Dlr 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]
Mileage 55090 **Prod Date** 4/7/2005 **Warr Date** 6/26/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	Dealer Technical Bulletin (DTB) Inquiry	02/10/2009 13:26:00	Timothy Ucker	7810
Warranty	Post Warranty Consideration Request	02/09/2009 18:04:54	Simon Knott	7814

Summary Notes

2/9/2009 18:03:55 Simon Knott 7814

Primary Phone: [REDACTED]
 Current Mileage: 55090
 Dealer(s) involved: N/A

Situation: Customer called stating vehicle had an SRS warning light come on post warranty on vehicle. Customer took vehicle to dealer and as the vehicle was at 56,000 just out side warranty he requested assistance and was offered 50% reduction on his bill. Customer paid \$319.07. Customer stated he has since read a bulletin (TB91.60/99D) referring to the replaced cable harness. Customer stated he now requests that MBUSA "Step up" and refund him the balance of what he sees as a "factory defect"

Action Taken: Customer requests a call back tomorrow morning his local time on [REDACTED] to discuss matter further.

2/9/2009 18:04:09 Simon Knott 7814

Call back Date: 02/10/2009 time: 13:00:00

2/10/2009 12:40:07 Timothy Ucker 7810

Writer left VM for SrvD Mike D explaining above and requesting call back.

Summary Notes

2/10/2009 13:00:03 Timothy Ucker 7810

Writer spoke to customer who reiterated above claiming that if MBUSA does not cover this 100%, he will contact NHSTA claiming this is a manufacturers defect. Customer is requesting the full \$313 refunded to him. Customer alleges the regional rep is already aware and has declined his request. Customer alleges this is a safety concern and he will not accept no for an answer. Customer claims he has dealt with MB regional rep before and has received assistance in the past claiming he will persist until he is satisfied.

Writer advised that PWA is reviewed on a case-by-case by the dealer and if MB regional rep has already been contacted and made a decision , that decision will be supported by this office.

Customer then went on to state dissatisfaction claiming Mazda would cover this because it is a known defect.

Writer advised technical bulletins do not justify coverage and are not always warranty related. Writer advised only recall and service campaigns guarantee coverage to affected vehicles.

Customer reiterated this is a defect and claimed he will "own" Mercedes Benz if he is not satisfied.

Writer advised an inquiry will be made and customer will be contacted as soon as additional information is available in this regard.

2/10/2009 13:16:09 Timothy Ucker 7810

Writer spoke to SPOM Virginia Gee who advised she will review on Thurs if needed. Virginia stated she may have already discussed with SrvM Chris P and referred writer to Chris P.

Writer left VM for SrvM Chris P. explaining above and requesting call back.

2/10/2009 14:29:16 Timothy Ucker 7810

SrvD Mike D left VM advising 50% was the offer for this repair and dealer also good willed a previous repair for a sunshade when the vehicle was out of warranty. SrvD 714-448-4348

2/10/2009 14:34:34 Timothy Ucker 7810

Writer called SrvD Mike D who advised he was not aware there was a DTB on this issue and he will re-review with SPOM.

2/10/2009 14:36:13 Timothy Ucker 7810

Self reminder Date: 02/12/2009 time: 15:15:00

2/12/2009 16:06:29 Richard Major 6348

██████████ called asking to speak with tier 3 rep Tim U. Writer advised that Tim is currently unavailable and a message will be forwarded requesting a return call when he returns. Writer advised that the rep is still working on the issue with the SvcM and will contact him once further information is available.

2/12/2009 16:06:45 Richard Major 6348

Transfer

2/13/2009 09:16:40 Timothy Ucker 7810

Hi Tim,

Here is the update on this summary note. I have reviewed this with the SA and SD at Anaheim. This repair was covered at 50%, and this customer has received additional goodwill since his warranty expiration in August 2008 on other repairs. I feel the offer was fair, but Mike (the SD) called ██████████ and we decided to goodwill the balance of the repair to the customer as he has been a loyal MB customer.

Mike is going to contact the customer to advise him of the goodwill reimbursement.

Let me know if you have any other questions!

Best regards,

Virginia

Virginia Gee
Service and Parts Operations Manager - Western Region
Mercedes-Benz USA, LLC

Summary Notes

2/13/2009 12:57:16 Timothy Ucker 7810

Writer left VM for [REDACTED] inviting call back.

2/13/2009 12:57:24 Timothy Ucker 7810

No Further Action Summary note rvwed By: Timothy Ucker on: 02/13/2009 : 12:57:24

2/17/2009 09:45:30 Timothy Ucker 7810

Hi Virginia,

I spoke to [REDACTED] this afternoon and informed him of our decision to credit him for his portion spent on the SRS repairs.

I reiterated to him that his warranty on the vehicle was expired and that any DTBs or updates to certain vehicle components do not constitute an extension to the vehicle's warranty, and that our decision was based on goodwill and due to his excellent service history and loyalty to Mercedes-Benz and the Dealership.

Thank you,

Mike Dehdashti
Service & Parts Director
Caliber Motors Inc.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3378730 **Cus Ident** 35746493 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Montgomery AL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 01303 JACK INGRAM MOTORS, INC. MONTGOMERY AL
Last Sell Dlr 01303 JACK INGRAM MOTORS, INC. MONTGOMERY AL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 57210 **Prod Date** 4/5/2006 **Warr Date** 7/13/2006 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	09/27/2009 10:23:07	Joanna Mainis	6374

Summary Notes

9/27/2009 10:22:57 Joanna Mainis 6374

Primary Phone: [REDACTED]
 Current Mileage: 57210
 Dealer(s) involved: N/A

Situation: [REDACTED] called in stating that he hit a deer and his air bags didn't deploy.

Action Taken: Writer stated that deployment of airbags depends on the angle the deer may have been hit, the airbags are deployed by sensors. [REDACTED] stated that he understood and did not need any type of heightened concern over the matter.

9/27/2009 10:23:19 Joanna Mainis 6374

For your information

9/28/2009 10:03:12 Jose M Carbajal 7855

Writer called customer on [REDACTED] and left VM with contact information.

9/28/2009 10:03:32 Jose M Carbajal 7855

Additional call required Date: 09/29/2009 time: 10:45 AM EST [REDACTED]

9/29/2009 10:52:55 Jose M Carbajal 7855

Writer called customer and left 2nd VM on [REDACTED]

9/29/2009 10:53:17 Jose M Carbajal 7855

Customer Contacted

Writer has left 2 voicemail for this cusotmer. Summary note rwwed By: Jose M Carbajal on: 09/29/2009 : 10:53:01

Summary Notes

6/9/2006 14:22:20 System Administrator

From File 060609IBSanswers
Record Sequence Number M6275204
World VIN WDBUF83J86X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF WESTWOOD?
Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU LEASED YOUR VEHICLE IN REGARD TO:
2b. HONESTY AND INTEGRITY? Good
2d. ABILITY TO ANSWER YOUR QUESTIONS? Fair

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E500? Neither Satisfied nor Dissatisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF WESTWOOD :
9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? No

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
10a. ANOTHER MB VEHICLE? Likely
10b. FROM MERCEDES-BENZ OF WESTWOOD? Somewhat Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E500 SERVICED
AT MERCEDES-BENZ OF WESTWOOD? Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E500? Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"The Ride "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E500 FOR THE FUTURE?
"Michelin Tires Are Better Than Continentals! "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"The Srs Malfunction Prompt Came Up On Dashboard - 2nd Day Out Of Showroom.
I Took Advantage Of The Loyalty Program And Was Nevertheless Billed For The
Last 2 Months Of The Lease. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
6/15/2006 12:27:34 Christine Buchta 7848

IBS
Customer Neither Satisfied nor Dissatisfied with dealer and Satisfied with Vehicle.
Customer rated "Fair" ability to answer questions, concern for time.
Issues not resolved.

Action taken: Called [REDACTED]. Customer stated he was disappointed the SRS light came on the 2nd day he had vehicle. Writer asked if customer contacted the dealer. Customer stated no, he has not brought vehicle in. Writer advised customer to bring vehicle in to dealership.
Writer called customer again at [REDACTED] and advised customer that MBUSA recommends vehicle be towed to dealership. Customer declined tow but customer said he would call dealership to make an appointment for vehicle. Customer further stated he called dealership when SRS light first came on and dealership advised him that this could be repaired at first service visit.
Mileage update: 1000.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1254259 **Cus Ident** 2328661 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Boynton Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Sell Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Last Sell Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]
Mileage 11988 **Prod Date** 10/21/2004 **Warr Date** 11/22/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	06/26/2006 16:59:43	Marguerite Duffy	4648
Survey Inquiries	SES - Service Experience Survey	06/26/2006 16:57:50	Marguerite Duffy	4648
Customer at Risk	Loyal Customer	06/26/2006 17:01:11	Marguerite Duffy	4648

Summary Notes

6/14/2006 14:22:53 System Administrator

From File 060614SESanswers
Record Sequence Number M6113880
World VIN WDBUF65JX5A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF POMPANO? No Response

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF POMPANO
5d. EXPLAINED CHARGES AND WORK PERFORMED? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF POMPANO:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MERCEDES-BENZ OF POMPANO? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM MERCEDES-BENZ OF POMPANO? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? 'No Text'

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"Srs - Warning Light Came On 4 Different Times. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"4 Times, I Had To Bring Or Pick Up Car At M-b, White Plains, Ny (3 Times) Once In Pompano, Fl. Last Service M-b White Plains, Ny. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
6/26/2006 16:57:04 Marguerite Duffy 4648

SES/ Customer stated problem with SRS light, came on 2 mths, after serviced. Does not remember if he was contacted. Somewhat unlikely to purchase another MB vehicle, and would unlikely recommend to family and friends. Overall dissatisfied with vehicle.

Suggestions: SRS - warning light came on 4 different times.

Comments: "4 Times, I Had To Bring Or Pick Up Car At MB , White Plains, NY (3 Times), Once In Pompano, FL Last Service MB White Plains, NY. "

Action: [REDACTED] no answer ([REDACTED] no answer reset

6/27/2006 12:05:14 Carol Ann Carroll 4673

No call to be made. Case # 191556 was opened on 5-30-06, updated on 6-20-06. Note indicates vehicle being returned to customer and a call being placed by service manager.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1255769 **Cus Ident** 26261363 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Santa Ana CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Last Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]
Mileage 13000 **Prod Date** 10/13/2004 **Warr Date** 11/28/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	06/26/2006 22:46:23	Theresa Gelfand	6337
	Repeat Visit for Same Issue	06/26/2006 22:47:01	Theresa Gelfand	6337
	Excessive Wait for Vehicle Repair	06/26/2006 22:46:23	Theresa Gelfand	6337
Navigation System	Overall Dissatisfaction with system	06/26/2006 22:45:27	Theresa Gelfand	6337
Vehicle Quality	Frequency of Repairs	06/26/2006 22:45:45	Theresa Gelfand	6337
	Poor Design of Component(s)	06/26/2006 22:45:45	Theresa Gelfand	6337
	Overall Dissatisfaction with Quality	06/26/2006 22:45:45	Theresa Gelfand	6337
	Fit and Finish / Upholstery Issues	06/26/2006 22:46:45	Theresa Gelfand	6337
Survey Inquiries	SES - Service Experience Survey	06/26/2006 22:45:53	Theresa Gelfand	6337

Summary Notes

6/15/2006 14:22:06 System Administrator

From File 060615SEAnswers
Record Sequence Number M6304140
World VIN WDBUF65J95A [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT FLETCHER JONES MOTOR CARS, INC.? Very Satisfied

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT FLETCHER JONES MOTOR CARS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

IF CONTACTED BY A REPRESENTATIVE FROM FLETCHER JONES MOTOR CARS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT FLETCHER JONES MOTOR CARS, INC.? Very Likely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Likely

14b. FROM FLETCHER JONES MOTOR CARS, INC.? No Response

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Dissatisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"The Cloth Material Of Bottom Of Vehicle Door Opening Should Be Chrome/metal; Easily Becomes Soiled While Getting In And Out Of Car. "

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?

"Front Passenger Seat Should Be Able To Tolerate A Purse Without Having To Have The Seat Belt Fastened. "

20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Navigation System Screen: It Is Very Difficult To Keep People From Touching The Screen, Especially Car Washers; The Screen Becomes Discolored And Unattractive. "

COMPLETE NAME CHANGE REQUIRED:

Prefix : First Name : M : Last Name

MRS : : :

COMPLETE ADDRESS CHANGE REQUIRED:

6/26/2006 22:45:12 Theresa Gelfand 6337

Writer called customer @ [REDACTED] as requested on survey

Spoke to [REDACTED] who claims she's had dealer deactivate the sensor for front passenger airbag several times. She claims it's alright for a while then if she drives over a bump it chimes/lights again. She claims this is very annoying because she has always put her purse on front seat. She also would like the Nav. System screen feature a touch screen in the future. Writer advised her to contact her Service Manager, assured her that her concern/comments would be documented & forwarded on to the appropriate parties. Writer also referred customer to our 800# for the future.

Mileage Update: 13,000

SN forwarded to TL Q for follow-up (NTMT)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1255806 **Cus Ident** 16863774 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Woodbine NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ
Sell Dlr 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 26480 **Prod Date** 4/7/2005 **Warr Date** 4/30/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	06/27/2006 09:36:41	Diane Mangam	6259
Vehicle Quality	Overall Dissatisfaction with Quality	06/27/2006 09:39:29	Diane Mangam	6259
Roadside	Roadside Assistance Issue	06/27/2006 09:37:38	Diane Mangam	6259
Survey Inquiries	SES - Service Experience Survey	06/27/2006 09:37:46	Diane Mangam	6259

Summary Notes

6/15/2006 14:22:42 System Administrator

From File 060615SEAnswers
Record Sequence Number M6337316
World VIN WDDDJ75X46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PRECISION CARS OF ATLANTIC CITY CORP.? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT PRECISION CARS OF ATLANTIC CITY CORP.
5d. EXPLAINED CHARGES AND WORK PERFORMED? Very Good

-
IF CONTACTED BY A REPRESENTATIVE FROM PRECISION CARS OF ATLANTIC CITY CORP.:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT PRECISION CARS OF ATLANTIC CITY CORP.? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM PRECISION CARS OF ATLANTIC CITY CORP.? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Looks. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?
"Service Problems On A 75k Car! "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"If You Buy A Car For This Money, You Expect To Be Better Taken Care Of! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
6/27/2006 09:36:26 Diane Mangam 6259

Reached customer @ ([REDACTED]).

Customer stated he was very satisfied with the recent service at Precision Cars of Atlantic City. He said he was satisfied with the vehicle.

He stated he was not satisfied with the roadside assistance he received from MBUSA on 11/08/05. He said his vehicle needed to be towed because the SRS light. Customer stated he was concerned how he and his wife would get home he said it was after 8:00 pm when the dealership was closed. He said the Roadside Correspondent told him it was the customers responsibility to find a ride. Customer said he cancelled his Teleaid subscription because of this incident and tells his friends Teleaid is MBUSA's "get out of jail free card".

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1262789 **Cus Ident** 4500135 **Legal** N **Note Type** SERVICE EXPEI
Customer ■■■■■■ ■■■■■■ ■■■■■■
Address ■■■■■■■■■■■■

Los Altos Hills CA ■■■■■■

Phone ■■■■■■	Phone Location	Residence	
Assign Dlr 05675	PARK AVENUE MOTORS	PALO ALTO	CA
Sell Dlr 05636	CLARIDGE S LTD.	FREMONT	CA

Last Sell Dlr

Note to Market Ind: Amount 0.00

Vehicle Information
DBAG Vin 2110651A ■■■■■■ **World Vin:** WDBUF65J85A ■■■■■■
Mileage 11891 **Prod Date** 8/25/2004 **Warr Date** 11/27/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	06/30/2006 19:53:06	Diana Sanchez	7834
	Overall Dissatisfaction with Service	06/30/2006 19:53:06	Diana Sanchez	7834
	Explain Charges/Work Performed	06/30/2006 19:53:06	Diana Sanchez	7834
Vehicle Quality	Overall Dissatisfaction with Quality	06/30/2006 19:52:24	Diana Sanchez	7834
	Survey Inquiries			
Survey Inquiries	SES - Service Experience Survey	06/30/2006 19:52:31	Diana Sanchez	7834
	Survey Reviewed/No Action Required	06/30/2006 19:52:31	Diana Sanchez	7834
Customer at Risk	Loyal Customer	06/30/2006 19:52:18	Diana Sanchez	7834

Summary Notes

6/20/2006 14:23:42 System Administrator

From File 060620SEAnswers
Record Sequence Number M6330655
World VIN WDBUF65J85A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PARK AVENUE MOTORS? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT PARK AVENUE MOTORS
5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM PARK AVENUE MOTORS:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT PARK AVENUE MOTORS? Very Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Unlikely
14b. FROM PARK AVENUE MOTORS? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Looks. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE?
"I've Been A Loyal Mb Customer For 10 Years. The E320 2005 Just Totally Lost Me. I Lost \$18k Trading In The E320 For A Bmw! "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"How Mb Can Drop So Fast In Quality. I Took The E320 To Park Ave 5 Times In 15 Mos, Srs, Vibration, Recall!! Then I Have To Pay 1/2 For Rental [illeg]. I've Ordered No Wheel Balancing [illeg]. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
6/30/2006 19:55:42 Diana Sanchez 7834

SES Summary:

Very dissatisfied with service
very dissatisfied with vehicle
rated fair on process to obtain appointment and quality of work
claimed unresolved issues
rated poor on explanation of charges and work.

Alleged: --"How Mb Can Drop So Fast In Quality. I Took The E320 To Park Ave 5 Times In 15 Mos, Srs, Vibration Recall!! Then I Have To Pay 1/2 For Rental [illeg]. I've Ordered No Wheel Balancing [illeg]. "

No contact made. The customer no longer owns the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1264357 **Cus Ident** 7595159 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Natick MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 36122 FOREIGN MOTORS WEST, INC. NATICK MA
Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA
Last Sell Dlr 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J46X [REDACTED]
Mileage 2884 **Prod Date** 11/28/2005 **Warr Date** 12/31/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	SES - Service Experience Survey	07/03/2006 18:58:55	Theresa Mc Carthy	4601
Customer Comments / Su	Trunk / Cargo Space	07/03/2006 18:58:16	Theresa Mc Carthy	4601
	Navigation	07/03/2006 18:58:16	Theresa Mc Carthy	4601
	Desired Product Features not Offered	07/03/2006 18:58:16	Theresa Mc Carthy	4601

Summary Notes

6/21/2006 14:23:30 System Administrator

From File 060621SESanswers
Record Sequence Number M6253891
World VIN WDBUF87J46X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT FOREIGN MOTORS WEST, INC.? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT FOREIGN MOTORS WEST, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM FOREIGN MOTORS WEST, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT FOREIGN MOTORS WEST, INC.? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Likely

14b. FROM FOREIGN MOTORS WEST, INC.? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Overall Appearance. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"Command: Navigation Needs To Show Distance To Destination! Also Need Parking Sensor Like The Bmw 560! "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Having To Service The Srs/airbag With Only 3k Miles Was Disconcerting! Also The Sales Pressure To Addons At Purchase Was Not Appreciated In Retrospect!!! "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
7/3/2006 18:57:21 Theresa Mc Carthy 4601

Survey Summary: Customer satisfied with service gave EXCELLENT ratings. Customer not contacted. Customer satisfied with vehicle. Customer attached letter addressed to Paul Juron with a number of suggestions for future models. 1. audible alert if lights are left on. 2. Speedometer display 0 - 100 for broader distances. 3. Navi should display distance to destination. 4. Mystified as to the utility of what appear to be 2 hand holds on inside of trunk lid.

-
Action: Called [REDACTED], left message on answering machine for customer to call 800 number in reference to survey.

-
Survey found in DocuLogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1285564 **Cus Ident** 4721499 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Oregon City OR [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 66105 MERCEDES-BENZ OF WILSONV WILSONVILLE OR
Sell Dlr 66105 MERCEDES-BENZ OF WILSONV WILSONVILLE OR

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]
Mileage 12477 **Prod Date** 12/6/2004 **Warr Date** 6/30/2005 **Model** E500 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	07/19/2006 20:20:30	Angela Londono	7851
Vehicle Quality	Frequency of Repairs	07/19/2006 20:20:08	Angela Londono	7851
	Overall Dissatisfaction with Quality	07/19/2006 20:20:08	Angela Londono	7851
Survey Inquiries	SES - Service Experience Survey	07/19/2006 20:19:49	Angela Londono	7851

Summary Notes

7/6/2006 14:25:31 System Administrator

From File 060706SEAnswers
Record Sequence Number M6421874
World VIN WDBUF83J05X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF WILSONVILLE? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF WILSONVILLE
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF WILSONVILLE:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E500 SERVICED AT MERCEDES-BENZ OF WILSONVILLE? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM MERCEDES-BENZ OF WILSONVILLE? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Handling, Ride And Performance. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E500 FOR THE FUTURE?
"Build Quality Is Poor - Mine Has Been In Shop 9 Times In Its First Year Incl. 2-srs Bad Faults. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"It Appears That The Quality Of Workmanship/engineering/reliability Of The E-class Has Fallen Dramatically - Wish I Had My '98 E320 Back. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
7/19/2006 20:19:40 Angela Londono 7851

Survey Summary: Customer overall satisfied w/ service. Customer dissatisfied w/ vehicle and comments: "Build Quality Is Poor - Mine Has Been In Shop 9 Times In Its First Year Incl. 2-srs Bad Faults. " and "It Appears That The Quality Of Workmanship/engineering/reliability Of The E-class Has Fallen Dramatically - Wish I Had My '98 E320 Back. "
Action: called (503)-310-7768 and left 800# message on vm

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1292549 **Cus Ident** 200009 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Sea Isle City NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD
Sell Dlr 34107 MERCEDES-BENZ OF ANNAPOI ANNAPOLIS MD

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]
Mileage 7569 **Prod Date** 5/27/2004 **Warr Date** 3/29/2005 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	07/31/2006 14:58:14	Donna Tomasi	7846
	Overall Dissatisfaction with Service	07/31/2006 14:58:14	Donna Tomasi	7846
	Repeat Visit for Same Issue	07/31/2006 14:58:14	Donna Tomasi	7846
	Excessive Time Spent Waiting at Dealer	07/31/2006 14:58:14	Donna Tomasi	7846
Vehicle Quality	High Cost of Repairs	07/31/2006 14:59:28	Donna Tomasi	7846
	Poor Design of Component(s)	07/31/2006 14:59:28	Donna Tomasi	7846
	Overall Dissatisfaction with Quality	07/31/2006 14:59:28	Donna Tomasi	7846
Survey Inquiries	SES - Service Experience Survey	07/31/2006 14:59:14	Donna Tomasi	7846
Customer at Risk	Loyal Customer	07/31/2006 14:57:38	Donna Tomasi	7846

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/31/2006 14:57:26	Donna Tomasi	7846

Summary Notes

7/11/2006 14:23:47 System Administrator

From File 060711SESanswers
Record Sequence Number M6417540
World VIN WDBUF65J05 [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF ANNAPOLIS? No Response

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF ANNAPOLIS
5d. EXPLAINED CHARGES AND WORK PERFORMED? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF ANNAPOLIS:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E320 SERVICED AT MERCEDES-BENZ OF ANNAPOLIS? No Response

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? No Response
14b. FROM MERCEDES-BENZ OF ANNAPOLIS? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E320? No Response

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? 'No Text'

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E320 FOR THE FUTURE? 'No Text'

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF: 'No Text'

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
7/31/2006 14:57:19 Donna Tomasi 7846

Survey found in DL
Action taken: Called customer at [REDACTED] S/w customer he reviewed all items and claims that he has no outstanding issues at this time.
Customer claims that on 7-24-06 the SRS light malfunctioned and he states that it had been in for that same issue 6 times. Writer checked warranty and history it appears only 2 time. At this time it appear to have been resolved.
Customer feels that some of the issues within the vehicle could qualify for Lemon law. Writer will forward to TL .

Summary of survey
Customer did not complete the survey
Customer attached a letter
Summary of letter Customer claims that his vehicle has been in 8X within 8 months.
Customer has had 2 vehicles with the same problems
1. the heart fan control sensor and
2. Leaking transmission Fluid.
3. customer claims that he was not advised that there is a cost for maintenance He claims that he was not advised at the time of sale that a maintenance plan can be purchased.

Summary Notes

7/31/2006

14:58:57

Donna Tomasi

7846

Customer is very satisfied with The service manager Jim Thomas.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1305163 **Cus Ident** 31007198 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Edgewater NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]
Mileage 5759 **Prod Date** 12/16/2005 **Warr Date** 1/31/2006 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	08/08/2006 18:22:09	Toniann Corrigan	4662
	Lack of Followup	08/08/2006 18:21:42	Toniann Corrigan	4662
	Excessive Wait for Vehicle Repair	08/08/2006 18:20:16	Toniann Corrigan	4662
Vehicle Quality	Frequency of Repairs	08/08/2006 18:23:03	Toniann Corrigan	4662
	Overall Dissatisfaction with Quality	08/08/2006 18:22:04	Toniann Corrigan	4662
Survey Inquiries	SES - Service Experience Survey	08/08/2006 18:10:49	Toniann Corrigan	4662

Summary Notes

7/19/2006 14:23:22 System Administrator

From File 060719SESanswers
Record Sequence Number M6472567
World VIN WDBUF87J26X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PRESTIGE MOTORS, INC.? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT PRESTIGE MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Fair

-
IF CONTACTED BY A REPRESENTATIVE FROM PRESTIGE MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT PRESTIGE MOTORS, INC.? Somewhat Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Likely

14b. FROM PRESTIGE MOTORS, INC.? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"The Brand Image, Prestige. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"It Has A Bit Too Many Minor Problems [not Working A/c, Not Working Airbag] Within 5 Months Of It's New Purchase. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"It Is Supposed To Be The Best Car In The World. However, I Had Already 2 Problems That Required Service [it's Been About 5 Months Since I Got This E350 As A New Car] Even Nissan Altima Let Alone Bmw Was Not This Bad. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
8/8/2006 18:25:03 Toniann Corrigan 4662

- Dissatisfied with service/repair performance.
- Rated service advisor 'poor' in treating with courtesy and respect.
- Vehicle was not ready when promised - was not contacted by dealer about delay.
- Very dissatisfied with alternate transportation (C280) - "Extremely dirty inside."
- Was not contacted by dealer after service to determine satisfaction.
- Dissatisfied with vehicle.
- Comments: "It Is Supposed To Be The Best Car In The World. However, I Had Already 2 Problems That Required Service [it's Been About 5 Months Since I Got This E350 As A New Car] Even Nissan Altima Let Alone BMW Was Not This Bad."

Action Taken: Called (201)-943-0138 and left 800# message on answering machine.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1313917 **Cus Ident** 26225240 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Montoursville PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 67242 LEITZINGER IMPORTS, INC. STATE COLLEG PA
Sell Dlr 67242 LEITZINGER IMPORTS, INC. STATE COLLEG PA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]
Mileage 5846 **Prod Date** 2/21/2005 **Warr Date** 7/21/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/11/2006 12:55:39	Denise Davanzo	6265
Vehicle Quality	Frequency of Repairs	08/11/2006 12:54:20	Denise Davanzo	6265
	Overall Dissatisfaction with Quality	08/11/2006 12:54:20	Denise Davanzo	6265
Survey Inquiries	SES - Service Experience Survey	08/11/2006 12:54:26	Denise Davanzo	6265

Summary Notes

7/25/2006 14:23:22 System Administrator

From File 060725SEAnswers
Record Sequence Number M6503442
World VIN WDBUF56J66 [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT LEITZINGER IMPORTS, INC.? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT LEITZINGER IMPORTS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM LEITZINGER IMPORTS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT LEITZINGER IMPORTS, INC.? Somewhat Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Unlikely

14b. FROM LEITZINGER IMPORTS, INC.? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Handling, Quiet, Solid, Classy Looks, Performance And Gas Mileage. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?

"Provide Pass Thru From Trunk To Back Seat And Include Trunk Net. Cannot See Siper Control Stalk Behind Steering Wheel. Add Battery Saver Feature For Interior Lights Left On. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"I Have 6000 Miles On My 2006 E350 And Have Had It Back For A Brake Recall And Once For A Srs Problem That Still Is Not Fixef Forcing Me To Drive My E350 And Paying My Lease Payment, With No Air Bag. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
8/11/2006 12:54:11 Denise Davanzo 6265

Contacted [REDACTED], who stated "there are no outstanding issues with vehicle at the moment but I was back an forth to the dealership for recalls. While I was paying my payment to drive a Mercedes, I was driving a Nissan fo a couple of weeks. I thought Mercedes Benz should know since this is my first Mercedes and I am originally a Lexus and BMW owner."

Writer thanked Customer for his time and assured him his comments would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1350395 **Cus Ident** 28357568 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

East Hanover NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ
Sell Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]
Mileage 20378 **Prod Date** 1/19/2005 **Warr Date** 5/19/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	09/04/2006 16:47:05	Marguerite Duffy	4648
	Personnel Issues or Complaints	09/04/2006 16:44:07	Marguerite Duffy	4648
	Overall Dissatisfaction with Service	09/04/2006 16:44:07	Marguerite Duffy	4648
	Excessive Wait for Vehicle Repair	09/04/2006 16:45:19	Marguerite Duffy	4648
	Explain Charges/Work Performed	09/04/2006 16:45:19	Marguerite Duffy	4648
	Excessive Time Spent Waiting at Dealer	09/04/2006 16:46:18	Marguerite Duffy	4648
Vehicle Quality	Overall Dissatisfaction with Quality	09/04/2006 16:45:51	Marguerite Duffy	4648
Survey Inquiries	SES - Service Experience Survey	09/04/2006 16:44:27	Marguerite Duffy	4648
Customer Comments / Su	Transmission	09/04/2006 16:47:27	Marguerite Duffy	4648

Summary Notes

8/18/2006 14:26:01 System Administrator

From File 060818SEAnswers
Record Sequence Number M6596192
World VIN WDBUF56J96A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF MORRISTOWN? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF MORRISTOWN
5d. EXPLAINED CHARGES AND WORK PERFORMED? No Response

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF MORRISTOWN:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT MERCEDES-BENZ OF MORRISTOWN? Very Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM MERCEDES-BENZ OF MORRISTOWN? Somewhat Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Sun Shades "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
"A Lot Of Oil Consumption Needed To Be Adressed, Transmission, Srs, Etc. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Very Unhappy Experience With Your Vehicle. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

9/4/2006 16:43:20 Marguerite Duffy 4648

SES Summary:

Overall very dissatisfied with dealer.

Poor for writing order , understanding problem, treated with respect, and explained charges and work performed.

Vehicle not ready when promised.

Additional visit was required.

Poor for completion and quality of work performed.

Not contacted.

Very unlikely to have vehicle serviced at MB Morristown.

Very unlikely to recommend a MB.

Dissatisfied with vehicle.

Suggestions for improvement: alot , oil consumption needed to be addressed. transmission, SRS, etc.

Comments: very unhappy with vehicle.

Notes in Queue : Do not call recent contact with a PR Rep.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1350415 **Cus Ident** 24316870 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Sharon **CT** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 56118 MERCEDES-BENZ OF SOUTHAMPTON NY
Sell Dlr 09127 MERCEDES-BENZ OF NORTH HAVEN CT
Last Sell Dlr 09127 MERCEDES-BENZ OF NORTH HAVEN CT
Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110831X1 [REDACTED] **World Vin:** WDBUF83J95X1 [REDACTED]
Mileage 23927 **Prod Date** 6/3/2004 **Warr Date** 7/10/2004 **Model** E500 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	09/04/2006 17:47:12	Virginia Stella	4684
	Overall Dissatisfaction with Service	09/04/2006 17:47:12	Virginia Stella	4684
	Repeat Visit for Same Issue	09/04/2006 17:47:12	Virginia Stella	4684
	Commitments Not Fulfilled As Promised	09/04/2006 17:47:12	Virginia Stella	4684
	Explain Charges/Work Performed	09/04/2006 17:47:12	Virginia Stella	4684
	Work Performed Not Explained to Satisfac	09/04/2006 17:47:12	Virginia Stella	4684

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/04/2006 17:45:23	Virginia Stella	4684
Structure	Structure	09/04/2006 17:45:37	Virginia Stella	4684
Seats	Non-Child Seat Issue	09/04/2006 17:45:49	Virginia Stella	4684

Summary Notes

8/18/2006 14:26:28 System Administrator

From File 060818SEAnswers
Record Sequence Number M6606201
World VIN WDBUF83J95X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF SOUTHAMPTON? Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF SOUTHAMPTON
5d. EXPLAINED CHARGES AND WORK PERFORMED? Poor

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF SOUTHAMPTON:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E500 SERVICED AT MERCEDES-BENZ OF SOUTHAMPTON? Very Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Very Unlikely
14b. FROM MERCEDES-BENZ OF SOUTHAMPTON? Very Unlikely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E500? Very Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Handling When It's Not In The Shop. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E500 FOR THE FUTURE?
"Build A More Reliable Vehicle And Treat Customer As #1. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"I Waited To Afford A M-b. Now That I Have It I Am Very Disappointed - Unless You Correct My Lemon I Won't Make Same Mistake (buying A M-b) Again! I Am An Unhappy Customer. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

Summary Notes

9/4/2006 17:45:11 Virginia Stella 4684

Y3 SES Survey states -

- Very Dissatisfied with service.
- POOR-Prompt in writing your service order. Understood the specific problem(s) with your vehicle. Explained charges and work performed.
- Vehicle NOT ready when promised.
- Additional visit required to complete original service needs.
- POOR-Completion of all the work requested. Quality of work performed on vehicle.
- Very Dissatisfied with how the payment/warranty paperwork was handled.
- Very Dissatisfied with vehicle.
- Improvement-"Build a more reliable vehicle and treat customer as #1."
- Comments-"I wanted to afford a MB - now that I have it I am very disappointed - unless you correct my lemon , I won't make same mistake (buying a MB) again!"
- "I am an unhappy camper!"

Action taken - Writer called 860-364-0123 and spoke with Mr. Maschin who stated that his passenger seat is still not operating correctly, it rained and the inside of the trunk lid filled with water and also the SRS light is back on again in his vehicle. Writer advised customer that his vehicle should not be driven, his vehicle needs to be towed due to the SRS light being on. Customer stated that he is going to contact New Country Motors Cars in Hartford CT because he is very unhappy with MB Of Southampton. Customer stated that is going to speak with the Service Manager in Hartford because he is in need of a loaner vehicle. Customer stated that he will contact MBUSA tomorrow for the tow. Writer explained to customer that the dealerships are independently owned and operated and the dealership have their own policies with alternate transportation. Writer assured customer that his information would be shared with writers Team Leaders and invited customer to contact MB with any other concerns in the future.

Sum Note Information filed in Team Leader Folder and e-mail sent to Team Leaders Drew and Kathleen.

Survey can be viewed in Doculogic.

9/5/2006 09:52:14 Kathleen Durning 4633

customer phoned back in Tues morning regarding malfunction light in the vehicle - - no ntmt being sent since issue being handled via rap call

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1358520 **Cus Ident** 29484389 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]
Mileage 13620 **Prod Date** 7/7/2005 **Warr Date** 10/1/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/07/2006 22:37:40	Deirdre Bua	7862
	Dealer Unable to Diagnose Problem	09/07/2006 22:37:40	Deirdre Bua	7862
Vehicle Quality	Frequency of Repairs	09/07/2006 22:37:27	Deirdre Bua	7862
	Overall Satisfaction with Quality	09/07/2006 22:37:27	Deirdre Bua	7862
Survey Inquiries	SES - Service Experience Survey	09/07/2006 22:37:19	Deirdre Bua	7862

Summary Notes

8/24/2006 14:23:33 System Administrator

From File 060824SEAnswers
Record Sequence Number M6542543
World VIN WDDDJ75X46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF LAGUNA NIGUEL? Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF LAGUNA NIGUEL
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF LAGUNA NIGUEL:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR CLS500 SERVICED AT MERCEDES-BENZ OF LAGUNA NIGUEL? Somewhat Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Likely
14b. FROM MERCEDES-BENZ OF LAGUNA NIGUEL? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR CLS500? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Cosmetic "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE CLS500 FOR THE FUTURE?
'No Text'

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"My Car Has Been In For Service Multiple Times Without The Mechanic Being Able To Diagnose The Proble, Correctly. I've Also Had My Srs Light Come On 2 Times. "

-
COMPLETE NAME CHANGE REQUIRED:
Prefix : First Name : M : Last Name

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
9/7/2006 22:37:04 Deirdre Bua 7862

Survey Summary;

- Dissatisfied with dealer
- Satisfied with vehicle
- Excellent - explanation of charges/work performed
- No - customer not contacted by dealer
- Comments; "My Car Has Been In For Service Multiple Times Without The Mechanic Being Able To Diagnose The Problem, Correctly. I've Also Had My Srs Light Come On 2 Times. "

Action Taken; Called 714-812-2145 and left 800# on v/m.

Summary Notes

9/6/2006 14:24:41 System Administrator

From File 060906SESanswers
Record Sequence Number M6642737
World VIN WDDDJ75X46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE
AT MERCEDES-BENZ OF ANAHEIM? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR
(PERSON WHO WROTE UP YOUR SERVICE ORDER)
AT MERCEDES-BENZ OF ANAHEIM
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF ANAHEIM:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR
CLS500 SERVICED
AT MERCEDES-BENZ OF ANAHEIM? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Somewhat Unlikely
14b. FROM MERCEDES-BENZ OF ANAHEIM? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR
CLS500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Style "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
CLS500 FOR THE FUTURE?
"8 Service Trips In 19,000 Miles. Srs Light, Check Engine, Rattles And Bad
Brakes. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"3rd M-b, The Prettiest And The Worst Quality. Audi A8l Will Be Mny Next
Purchase. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
9/27/2006 20:07:33 Angela Londono 7851

SES Summary:
Customer overall satisfied w/ dealer service. Customer dissatisfied w/ vehicle and comments: "8 Service Trips In
19,000 Miles. Srs Light, Check Engine, Rattles And Bad
Brakes. "
Action: Survey reviewed/ No action required.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1426114 **Cus Ident** 14907849 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Glendale CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05758 CALSTAR MOTORS, INC. GLENDALE CA
Sell Dlr 05758 CALSTAR MOTORS, INC. GLENDALE CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]
Mileage 10000 **Prod Date** 3/22/2005 **Warr Date** 6/24/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	10/17/2006 22:21:11	Deirdre Bua	7862
Customer File Maintenan	Mileage Update	10/17/2006 22:21:18	Deirdre Bua	7862
Survey Inquiries	SES - Service Experience Survey	10/17/2006 22:21:02	Deirdre Bua	7862

Summary Notes

10/12/2006 14:22:29 System Administrator

From File 061012SEAnswers
Record Sequence Number M6758083
World VIN WDBUF56J76A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT CALSTAR MOTORS, INC.? Neither Satisfied nor Dissatisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT CALSTAR MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM CALSTAR MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT CALSTAR MOTORS, INC.? Somewhat Unlikely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Likely

14b. FROM CALSTAR MOTORS, INC.? No Response

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Vehicle Size. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE? "Brakes And Air Bag System. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"I Wish Calstar Motors, Inc Dealer Be More Responsibly When They Are Selling Or Using A Car. We Are Not Buying For One Day. I Am Having A Problem With My Car Since I Listed It. But Until Now I Am Waiting That Someone Will Call Me Back To Check My Car From Mercedes-benz. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
10/17/2006 22:20:54 Deirdre Bua 7862

Survey Summary;

- Neither satisfied nor dissatisfied with dealer
- Very dissatisfied with vehicle
- Vehicle brought in for mechanical repair
- Yes - customer was contacted by dealer after servicing
- Comments; "I Wish Calstar Motors, Inc Dealer Be More Responsibly When They Are Selling Or Using A Car. We Are Not Buying For One Day. I Am Having A Problem With My Car Since I Listed It. But Until Now I Am Waiting That Someone Will Call Me Back To Check My Car From Mercedes-Benz. "

Action Taken; called [REDACTED] and spoke with customer. She indicated intermittent problem with SRS light on since the first day she had the vehicle. She indicated vehicle will be in dealer for 2-3 days and its fixed but the happens again. She indicated the dealership told her it was a manufacturing issue and that someone from corporation would be taking a look at it. She doesn't believe that has happened. She is also concerned about th brakes continuing to squeak. Writer advised her comments would be documented and forwarded to the appropriate party for review. Mileage is 10,000.

Summary Notes

10/17/2006

22:22:55

Deirdre Bua

7862

Customer also indicated vehicle had been involved in accident and airbag didn't deploy. She stated dealership told her the SRS light issue is a result of the accident but she stated the problem has been from the first day of ownership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1542364 **Cus Ident** 19984601 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

Woodinville WA [REDACTED]

Phone	Phone Location	Residence
Assign Dlr 84602	PHIL SMART, INC.	SEATTLE WA
Sell Dlr 84602	PHIL SMART, INC.	SEATTLE WA
Last Sell Dlr 84602	PHIL SMART, INC.	SEATTLE WA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED]	World Vin: WDDDJ75X16A [REDACTED]
Mileage 1406	Prod Date 1/16/2006 Warr Date 11/30/2006 Model CLS500 2006

Summary Notes

1/4/2007 14:21:39 System Administrator

From File 070104IBSanswers
Record Sequence Number M7037502
World VIN WDDDJ75X16A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
PHIL SMART, INC.?

Very Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Excellent

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
CLS500? Very Satisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
PHIL SMART, INC. :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Yes

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Likely

10b. FROM PHIL SMART, INC.? Very Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR CLS500 SERVICED
AT PHIL SMART, INC.? Somewhat Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
CLS500? Very Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Driveability. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
CLS500 FOR THE FUTURE?

'No Text'

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Less Than 1,000 Miles And The Srs System Failed. I Had A Lexus Before This
Car And Drive 165,000 - No Warranty Issues. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1619318 **Cus Ident** 29277461 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Rockville MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD
Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD
Last Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110831X [REDACTED] **World Vin:** WDBUF83J85X [REDACTED]
Mileage 23330 **Prod Date** 10/19/2004 **Warr Date** 9/5/2005 **Model** E500 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	03/22/2007 08:38:47	Anna Peet	6305
Vehicle Quality	Frequency of Repairs	03/22/2007 08:39:00	Anna Peet	6305
	Overall Dissatisfaction with Quality	03/22/2007 08:39:00	Anna Peet	6305
Survey Inquiries	SES - Service Experience Survey	03/22/2007 08:38:55	Anna Peet	6305

Summary Notes

2/21/2007 14:22:25 System Administrator

From File 070221SESanswers
Record Sequence Number M7173637
World VIN WDBUF83J85X [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT HERB GORDON AUTO GROUP, INC.? Very Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT HERB GORDON AUTO GROUP, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM HERB GORDON AUTO GROUP, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? No

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E500 SERVICED AT HERB GORDON AUTO GROUP, INC.? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM HERB GORDON AUTO GROUP, INC.? Somewhat Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E500? Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Hp, All Wheel Drive. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E500 FOR THE FUTURE? "Make It More Dependable! "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF: "I Am Very Disappointed In The Reliability Of The Car. I Spent \$60k For The Car And I Have Had To Put In The Shop 5 Times In One Year Items To Be Fixed. Broken Cd, Broken Steering Wheel, Broken Srs [airbag]. I Could Have Spent \$50k On A Infinity M45 And Saved \$10k! Headaches. "

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
3/22/2007 08:38:34 Anna Peet 6305

Survey Very Satisfied fro dealer. DISSATISFIED for vehicle. Customer states "Make It More Dependable! " Also states "I Am Very Disappointed In The Reliability Of The Car. I Spent \$60k For The Car And I Have Had To Put In The Shop 5 Times In One Year Items To Be Fixed. Broken Cd, Broken Steering Wheel , Broken Srs [airbag]. I Could Have Spent \$50k On A Infinity M45 And Saved \$10k! Headaches. "
Action: NO CALL MADE

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1638378 **Cus Ident** 26167410 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Katy TX [REDACTED]

Phone	Phone Location	Residence
Assign Dlr 75128	MERCEDES-BENZ OF SUGAR L	SUGAR LAND TX
Sell Dlr 75128	MERCEDES-BENZ OF SUGAR L	SUGAR LAND TX
Last Sell Dlr 75133	ALEX RODRIGUEZ	LEAGUE CITY TX

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED]	World Vin: WDBUF56J46A [REDACTED]			
Mileage 10535	Prod Date 11/24/2005	Warr Date 2/14/2006	Model E350	2006

Summary Notes

2/28/2007 14:22:00 System Administrator

From File 070228SEAnswers
Record Sequence Number M7200865
World VIN WDBUF56J46A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF SUGAR LAND? Satisfied

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF SUGAR LAND
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF SUGAR LAND:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT MERCEDES-BENZ OF SUGAR LAND? Very Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Likely
14b. FROM MERCEDES-BENZ OF SUGAR LAND? Very Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Satisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Looks, Name And Smooth. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
"Srs Air Bag Poor, I Have To Come In 3 Times In 1 Year. "

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
'No Text'

-
COMPLETE ADDRESS CHANGE REQUIRED:

,

Summary Notes

3/16/2007 14:20:45 System Administrator

From File 070316IBSanswers
Record Sequence Number M7258767
World VIN WDDDJ76XX6A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF WALNUT CREEK?

Satisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Excellent

2d. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
CLS55? Very Satisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF WALNUT CREEK :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Somewhat Likely

10b. FROM MERCEDES-BENZ OF WALNUT CREEK? Somewhat Likely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR CLS55 SERVICED
AT MERCEDES-BENZ OF WALNUT CREEK? Very Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
CLS55? Satisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Smooth Driving. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
CLS55 FOR THE FUTURE?

'No Text'

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"I Was Very Unhappy That I Had To Take My Car Back To The Dealership After
3 1/2 Weeks, As The Airbag System Had A Fault. I Did Not Expect This In A
New Car. Being Told That They Would Have To Send To Germany For A Repair
Was Also A Bit Of A Surprise. I Would Have Hoped Things Like That Would Be
Available In U.s. I Have Bought Three Other Brand New Cars From Acura And
Infiniti And None Of Them Had Problems In The First Year. I Was Not Happy.
"

-
COMPLETE ADDRESS CHANGE REQUIRED:

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1738588 **Cus Ident** 25380224 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Rolling Hills CA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dlr 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]
Mileage 8750 **Prod Date** 7/15/2005 **Warr Date** 10/23/2005 **Model** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenanc	Mailing Error; misspelled name, etc.	05/01/2007 12:50:32	Tara Santora	6281
Survey Inquiries	SES - Service Experience Survey	05/01/2007 12:50:25	Tara Santora	6281

Summary Notes

4/30/2007 14:21:17 System Administrator

From File 070430SEAnswers
Record Sequence Number M7169102
World VIN WDBUF56J16A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF SOUTH BAY? No Response

-
HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF SOUTH BAY
5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF SOUTH BAY:
12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR E350 SERVICED AT MERCEDES-BENZ OF SOUTH BAY? Likely

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:
14a. ANOTHER MB VEHICLE? Likely
14b. FROM MERCEDES-BENZ OF SOUTH BAY? Likely

-
17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR E350? Neither Satisfied nor Dissatisfied

-
18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Quietness, Reasonably Big. "

-
19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE E350 FOR THE FUTURE?
'No Text'

-
20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Srs Failure Warning - That's The Reason I Brought The Car In For Service. [illeg] Up The Car After The Repair Above Out Of So. Bay Benz, The Same Warning Came Up Almost Immediately. Obviously They Could Not Fix It. "

-
COMPLETE NAME CHANGE REQUIRED:

Prefix : First Name : M : Last Name

: [REDACTED] [REDACTED]

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
5/1/2007 12:50:17 Tara Santora 6281

As per TL notes, name change only - fastracc updated

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1867724 **Cus Ident** 36568501 **Legal** **Note Type**
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Friday Harbor

WA [REDACTED]

Phone [REDACTED]**Phone Location** Business**Assign Dlr****Sell Dlr** 49101 MERCEDES-BENZ OF RENO RENO NV**Last Sell Dlr** 49101 MERCEDES-BENZ OF RENO RENO NV**Note to Market Ind:** **Amount** 0.00**Vehicle Information**

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J36A [REDACTED]
Mileage **Prod Date** 4/27/2006 **Warr Date** 5/15/2007 **Model** E320CD 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
SSI Welcome Call - File M	Trouble Codes	08/06/2007 08:32:05	IQScvgs	
SSI Welcome Callk - No F	No Follow-up Necessary	08/06/2007 08:32:05	IQScvgs	

Summary Notes

8/6/2007 08:32:05 System Administrator

I bought the vehicle out of my area because it was a 2006, and those are hard to find. The dealer was orientating the lights to me, and one of the front headlights wasn't working, so the salesman suggested I take it to my local dealer back home. It turned out to be the wires to that light were cut by a utility knife, and I had to replace the wiring to that whole side of the car. Also, recently lights on my dashboard showed up indicating the SRS system had a problem. I took it to my dealer, and when I got back in the car the light was off, but the dealer said that it would probably come on again, and they'll fix it. Another thing I wanted to add, the salesman in Reno, where I bought my car, gets \$50 for a survey I fill out. Since I was out of the office and on the road I was unable to do it. When I came back I told the salesman, from Reno, and he said the survey expired and that they couldn't send another one. There wasn't anything I could do, but that was one of the reasons I bought the vehicle there.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1637060 **Cus Ident** 10196302 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Simi Valley CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA
Sell Dlr 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]
Mileage 0 **Prod Date** 3/10/2005 **Warr Date** 7/3/2005 **Model** E350W 2006

Summary Notes

2/27/2007 18:03:55 NETSTAR

Name : Phil Fox (Service Manager)
Phone : 818-591-2377 (x-239)

Product Performance Inquiry
Non Airbag Deployment

Reviewed with MBUSA
Service and Parts Operations Manager

Reviewed with Customer
No

Additional Information Available
Dealer Requests CAC Contact

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1414329 **Cus Ident** 28553936 **Legal** N **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Ladera Ranch CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA
Last Sell Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 27576 **Prod Date** 4/20/2005 **Warr Date** 6/11/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	10/04/2006 18:55:32	James Dowles	4628
	Overall Dissatisfaction with Quality	10/04/2006 18:55:32	James Dowles	4628
Dealer Contact to CAC	Updated Vehicle / Customer Record	10/04/2006 18:55:43	James Dowles	4628

Summary Notes

10/3/2006 18:40:38 NETSTAR

Name : Randy Stinson (Service Manager)
 Phone : 949-347-3714

Repurchase/Replacement Request by Cust
 Yes (Repair Cronology : Y)

Reviewed with MBUSA
 Service and Parts Operations Manager

Reviewed with Customer: No
 Customer Expectations: Not Met ctations
 Not Met

10/4/2006 14:34:11 Cynthia Feuss 6289

Owner left v-mail yesterday. I opened this record today, find above note , left mess. for SM Randy to please call me to review asap before I call customer back. (Thanks Randy!)

10/4/2006 17:02:17 Cynthia Feuss 6289

Per SM Randy - SRS Harness update bulletin recently performed, no other outstanding tech concerns that he is aware of. He & SPOM Scott have reviewed chronology and feel vehicle does not meet lemon law criteria. SM w be calling owner today to advise we are not in position to honor her request to buyback this vehicle.

Summary Notes

10/4/2006

18:55:24

James Dowles

4628

Customer contacted CAC and demanded phone # to speak with Scott Fischer - writer advised customer no phone # available.

Writer confirmed with customer this was regarding her request for MBUSA to repurchase vehicle - customer stated yes.

Writer assured customer concerns have been thoroughly reviewed and MBUSA has respectfully declined customer request - MBUSA would continue to honor LNCW.

Customer demanded SPOM call her - writer advised customer request would be forwarded but return phone call from SPOM not promised.

Customer can be reached at [REDACTED]

Summary Note Information**Mercedes Benz of U.S.A**

Note ID 1257445 **Cus Ident** 26376528 **Legal** N **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Escondido

CA [REDACTED]

Phone ([REDACTED])**Phone Location**

Residence

Assign Dir 05749

HOEHN MOTORS, INC.

CARLSBAD

CA

Sell Dir 05749

HOEHN MOTORS, INC.

CARLSBAD

CA

Last Sell Dir**Note to Market Ind:****Amount**

0.00

Vehicle Information**DBAG Vin** 2110651A [REDACTED]**World Vin:** WDBUF65J75A [REDACTED]**Mileage**

15344

Prod Date

10/25/2004

Warr Date

1/18/2005

Model E320W

2005

Summary Notes

6/16/2006

14:58:57

NETSTAR

Name : Darrell Shackelford (Service Director)

Phone : 760-476-5376

Repurchase/Replacement Request by Cust

Yes (Repair Cronology : Y)

Reviewed with MBUSA

Service and Parts Operations Manager

Reviewed with Customer

Yes (By Phone) (Review Date : 05/04/2006 14:11:00)

Customer Expectations

Not Met

6/19/2006

13:21:42

Lois Grillo

4627

Customer, [REDACTED], called the CAC requesting to speak with "Frank Dingman" by name. Customer alleges that dealer (Susan Turner) told her to call him at the CAC and she alleges issues with the SRS system in her vehicle. Customer alleges that dealer told her that Frank Dingman is "reviewing her file".

Customer would like a call back at [REDACTED]. Writer suggested that customer contact the S/D at dealer who is her contact; writer did not promise call back by the SPOM. Writer stated that she would hear from "someone". Customer was disappointed with the response.

Writer alerted SPOM of call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2607901 **Cus Ident** 10876385 **Legal** N **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Fairfield CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Sell Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Last Sell Dlr

Note to Market Ind: **Amount** 1,500.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]
Mileage 50349 **Prod Date** 1/13/2005 **Warr Date** 4/4/2005 **Model** E350W4 2006

Summary Notes

5/2/2008 13:44:43 NETSTAR

Name : John Antalík (Service Manager)
Phone : 203-367-7486 (x-3003)
Dollar Amount : 1500

Post Warranty / Good Will Offer
No Offer

Vehicle Performance Issue
Not Covered Under Manufacturer Warranty

Customer Expectations
Not Met

Additional Information Available
Dealer Requests CAC Contact

5/2/2008 15:27:58 Rosemary Robinson 7809

Writer contacted Mb of Fairfield Ct and spoke with John Antalík-Service Manager, regarding Dr. John Fatse. The concern pertained to a SRS light malfunction and PWA was considered and offered, then the customer declined.

The vehicle is out of warranty by mileage and Post warranty was considered at 50% per the Service Manager an also it was determined that the vehicle is serviced at a independent shop.

The Service Manager-John Antalík advised when the %50 consideration offer was presented to Dr. Fatse , customer declined the service with Mb of Fairfield Ct.

If the customer calls back, regarding the above concern. Please advise Mb of Fairfield Ct , has retracted their Post warranty consideration and the position determined by the dealership regarding such a decision would be supported by MBUSA.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 3269754 **Cus Ident** 20295606 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Wilton CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Sell Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Last Sell Dlr 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Note to Market Ind: **Amount** 500.00

Vehicle Information

DBAG Vin 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]
Mileage 96000 **Prod Date** 10/29/2004 **Warr Date** 12/28/2004 **Model** E320W4 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	07/28/2009 17:33:27	Jenna Sussner	4667

Summary Notes

7/28/2009 14:16:00 NETSTAR

Name : John Antalick (Service Manager)
 Phone : 203-367-7486 (x-3003)
 Dollar Amount : 500

Post Warranty / Good Will Offer
 Offer Made (Expiration Date : 07/28/2009)
 Dealer Funded

Vehicle Performance Issue
 Not Covered Under Manufacturer Warranty

Customer Expectations
 Not Met

Additional Information Available
 Dealer Requests CAC Contact

7/28/2009 15:11:08 Jenna Sussner 4667

Writer spoke with Jacinda in service who advised that John stated that he will send me an email to update case notes.

Summary Notes

7/28/2009 17:33:07 Jenna Sussner 4667

* Please note that \$500 in goodwill amount is actually cost of repair .*

Writer spoke with SrvM John A. who advised that vehicle has not been to the dealer in about 2 1/2 years and approx. 50,000 miles ago. John advised that SRS light is on and customer requested PWA. John advised that h will offer 10% towards repairs.

7/28/2009 17:33:32 Jenna Sussner 4667

NTMT Summary note rwwed By: Jenna Sussner on: 07/28/2009 : 17:33:08

Summary Note Information

Mercedes Benz of U.S.A

Note ID 945335 **Cus Ident** 17114770 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]

Phone [REDACTED]	Phone Location	Residence
Assign Dlr 17302	R B M OF ATLANTA, INC.	ATLANTA GA
Sell Dlr 17302	R B M OF ATLANTA, INC.	ATLANTA GA
Last Sell Dlr 17302	R B M OF ATLANTA, INC.	ATLANTA GA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193751A [REDACTED]	World Vin: WDDDJ75X16A [REDACTED]
Mileage 4152	Prod Date 5/4/2005 Warr Date 5/31/2005 Model CLS500(2006

Summary Notes

10/31/2005 15:42:19 NETSTAR

Name : Pam Knowles (Service Manager)
 Phone : 770-390-0600 (x-160)

Customer Expectations
 Not Met

Additional Information Available
 Dealer Requests CAC Contact

11/1/2005 08:47:50 Christine Dingler 6361

Writer left VM for SM Pam Knowles.

11/1/2005 13:19:45 Christine Dingler 6361

Writer spoke with Pam Knowles who advised that vehicle has returned to dealer 4 times--dealer has provided vehicle pick-up/drop-off service.

First visit in Aug for flat tire-nail and sidewall damage-tire and wheel replacement. Second time 9/6 for SRS light-dealer adjusted connectors. Third visit 9/26 for horn malfunctions and steering wheel controls inop-dealer repaired-before customer left dealer, steering wheel malfunctioned and control module required replacement. Forth visit was for fog lamp malfunction-steering wheel required adjustment.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 2712956 **Cus Ident** 37052991 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lake Zurich IL [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL
Sell Dlr 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2193761A [REDACTED] **World Vin:** WDDDJ76X46A [REDACTED]
Mileage 21000 **Prod Date** 1/19/2006 **Warr Date** 2/28/2006 **Model** CLS55 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	07/24/2008 17:15:53	Romy Parekh	7832
	Repeat Visit for Same Issue	07/24/2008 17:16:14	Romy Parekh	7832

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/24/2008 17:16:02	Romy Parekh	7832
Air Bags	Airbag	07/24/2008 17:16:04	Romy Parekh	7832

Summary Notes

7/24/2008 16:45:20 NETSTAR

Name : Phil Harris (Service Manager)
 Phone : 847-283-6620

Reviewed with Customer
 Yes (By Phone) (Review Date : 07/24/2008 15:30:00)

Customer Expectations
 Not Met

Additional Information Available
 Dealer Requests CAC Contact

Summary Notes

7/24/2008 17:15:40 Romy Parekh 7832

Writer contacted Knauz Continental Autos and spoke with SrvM - Phil H.

SrvM advised that vehicle's SRS light is back on and advised that this 'has been reoccurring issue'. SrvM advise that vehicle is under NVLW terms repair will be covered.

SrvM advised that customer has requested 'a Mercedes vehicle loaner ONLY' however SrvM advised that he car provide alternate transportation vehicle but not a MB vehicle - customer dissatisfied that he cannot provide a MB loaner.

Writer noted accordingly.

7/24/2008 17:18:45 Romy Parekh 7832

NTMT Summary note rwwed By: Romy Parekh on: 07/24/2008 : 17:18:46

Summary Note Information

Mercedes Benz of U.S.A

Note ID 903600 **Cus Ident** 446742 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Middleville MI [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 39424 BETTEN IMPORTS, INC. GRAND RAPIDS MI
Sell Dlr 39100 GRAND BLANC MOTORCARS, L GRAND BLANC MI
Last Sell Dlr 39100 GRAND BLANC MOTORCARS, L GRAND BLANC MI

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110821X[REDACTED] **World Vin:** WDBUF82J05X[REDACTED]
Mileage 6046 **Prod Date** 11/30/2004 **Warr Date** 12/29/2004 **Model** E320W4 2005

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/14/2005 11:57:53	Ed Duffy	6296

Summary Notes

7/14/2005 11:18:19 NETSTAR

Name : Marty Kuypers (Service Manager)
 Phone : 616-475-9586

Post Warranty / Good Will Offer
 No Offer

Parts Availability
 On Back Order

Reviewed with MBUSA
 Service and Parts Operations Manager

Customer Expectations
 Not Met

Additional Information Available
 Dealer Requests CAC Contact

7/14/2005 11:40:43 Ed Duffy 6296

Called dealer and left message - awaiting reply

Summary Notes

7/14/2005

11:57:44

Ed Duffy

6296

SM called back stating this vehicle had experienced a concern regarding the SRS system - vehicle was at the dealer for 20 days

and the dealer worked with the TAC to resolve. Dealer ordered part that was referred - part came in and was installed and then found to be defective and was reordered and repaired the vehicle.

SM stated customer reflected his disappointment in the survey.

SM stated this is a long time good customer of MB and the dealer and customer is still disappointed. Customer was provided a C-Class loaner during this time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1046375 **Cus Ident** 30824640 **Legal** N **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Clifton NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]
Mileage 8700 **Prod Date** 2/4/2005 **Warr Date** 5/13/2005 **Model** E350W 2006

Summary Notes

1/18/2006 15:26:24 NETSTAR

Name : Ed Feger (Service Manager)
Phone : 201-265-7804 (x-2230)

Reviewed with MBUSA
Service and Parts Operations Manager

Reviewed with Customer
Yes (By Phone) (Review Date : 01/17/2006 16:00:00)

Customer Expectations
Not Met

Appointment
Made (Appointment Date : 01/17/2006 10:00:00)
Kept

Additional Information Available
Dealer Requests CAC Contact

1/18/2006 16:15:47 Lois Grillo 4627

Ed Feger advises that customer has had some small issues with the vehicle and customer indicates that he is disappointed with vehicle.

*7/05 - A/C concern

*10/05 - driver & rear passenger windows express not working - re-synchronize windows. Missing tow hook cover replaced.

*1/06 - SRS light on (replaced pin connectors)

Ed Feger advises that the customer has been introduced to the S/M at dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1042390 **Cus Ident** 30779265 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Staten Island NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]
Mileage 7337 **Prod Date** 1/14/2005 **Warr Date** 5/17/2005 **Model** E350W4 2006

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/17/2006 09:44:57	Cynthia Feuss	6289

Summary Notes

1/16/2006 07:55:11 NETSTAR

Name : William Ackermann (Service Advisor)
 Phone : 201-265-7804 (x-2226)

Additional Information Available
 Dealer Requests CAC Contact

1/17/2006 09:44:22 Cynthia Feuss 6289

I called SM Bill who reports vehicle has been in 3-4x for SRS light, dealer repaired yesterday.... Owner has expressed overall discontent with vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1056098 **Cus Ident** 29507159 **Legal** N **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Clifton NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Last Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 6798 **Prod Date** 8/22/2005 **Warr Date** 10/12/2005 **Model** E350W4 2006

Summary Notes

1/26/2006 09:09:09 NETSTAR

Name : William Ackermann (Service Manager)
 Phone : 201-265-7804 (x-2226)

Product Performance Inquiry
 Accident - Alleged Vehicle Malfunction
 Airbag Deployment

Additional Information Available
 Dealer Requests CAC Contact

1/26/2006 10:22:39 Ed Duffy 6296

Called SM and left a message requesting

1/30/2006 10:25:30 Ed Duffy 6296

Called and left another message for SM on voice mail. Writer is responding to SM request for contact to share additional information.

2/1/2006 12:00:09 Christine Dingler 6361

See also SN 1056351, 1055973, closed case 187910.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 888618 **Cus Ident** 28474889 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Mequon WI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI
Sell Dlr 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]
Mileage 337 **Prod Date** 2/7/2005 **Warr Date** 9/30/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Vehicle To Dealer Within First 90 Days	06/03/2005 09:32:49	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	06/03/2005 09:32:37	Lois Grillo	4627
Air Bags	Airbag	06/03/2005 09:32:35	Lois Grillo	4627

Summary Notes

6/2/2005 16:30:53 NETSTAR

Name : Ted Mansell (Service Manager)
Phone : 414-543-3000 (x-161)

Post Warranty / Good Will Offer
No Offer

Repurchase/Replacement Request by Cust
Yes (Repair Cronology : Y)

Reviewed with MBUSA
Service and Parts Operations Manager

Reviewed with Customer
Yes (By Phone) (Review Date : 06/02/2005 15:00:00)

Customer Expectations
Not Met

Additional Information Available
Dealer Requests CAC Contact

6/3/2005 09:32:21 Lois Grillo 4627

S/M, Ted Mansell, advises that customer is disappointed that her new MY06 E350 has had to be brought back for repairs --

*SRS light on.

*Tele aid malfunction (not able to locate her).

*seat heater malfunction.

S/M states that the vehicle is being repaired and it should be ready for pick up today.

S/M states that customer is very unhappy with the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 792576 **Cus Ident** 25024457 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Laguna Beach CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA
Sell Dlr 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dlr

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]
Mileage 312 **Prod Date** 7/5/2004 **Warr Date** 8/27/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	10/04/2004 21:16:24	Sylretta Jones	7836
	Overall Dissatisfaction with Service	10/04/2004 21:16:24	Sylretta Jones	7836
Dealer Sales	Delivery Without Explanation of Features	10/04/2004 21:15:40	Sylretta Jones	7836
	Personnel Issues or Complaints	10/04/2004 21:15:40	Sylretta Jones	7836
	Overall Dissatisfaction with Sale	10/04/2004 21:15:40	Sylretta Jones	7836
	Retail Discrepancy	10/04/2004 21:15:40	Sylretta Jones	7836
Vehicle Quality	Frequency of Repairs	10/04/2004 21:16:51	Sylretta Jones	7836
	Overall Dissatisfaction with Quality	10/04/2004 21:16:51	Sylretta Jones	7836
Service / Repairs	Vehicle To Dealer Within First 90 Days	10/04/2004 21:16:34	Sylretta Jones	7836
Survey Inquiries	IBS - Initial Buyer Survey	10/04/2004 21:16:55	Sylretta Jones	7836

Summary Notes

10/4/2004 14:20:33 System Administrator

From File 041004IBSanswers
Record Sequence Number M4224703
World VIN WDBUF65J55A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
FLETCHER JONES MOTOR CARS, INC.?

Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU LEASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Fair

2d. ABILITY TO ANSWER YOUR QUESTIONS? Poor

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E320? Neither Satisfied nor Dissatisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
FLETCHER JONES MOTOR CARS, INC. :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? No

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Unlikely

10b. FROM FLETCHER JONES MOTOR CARS, INC.? Very Unlikely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E320 SERVICED
AT FLETCHER JONES MOTOR CARS, INC.? Likely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E320? Very Dissatisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"It Smells Good. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?

"Fix The Electronics. M-b Has Told Everyone That They Already Have! "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Go Back To Making Cars With The Quality You Did 20 Years Ago. Now I Know
Why M-b Is At The Bottom Of The J.d. Powers In Luxury Cars! "

10/4/2004 21:15:15 Sylretta Jones 7836

IBS - Customer is very dissatisfied with the vehicle and the sales experience. Customer attached a letter to the survey describing his experience since he purchased the vehicle. Customer claims that the salesman was high pressured, challenging and insulting. Customer stated that he was dissatisfied that the cradle for the phone was on backorder, the radio blinked out and the SRS light malfunctioned. Customer also described how much time he wasted in getting a loaner car to get the repairs done to the vehicle. Customer had the following suggestions and comments on his survey: "Fix The Electronics. M-b Has Told Everyone That They Already Have! " and "Go Back To Making Cars With The Quality You Did 20 Years Ago. Now I Know Why M-b Is At The Bottom Of The J.d. Powers In Luxury Cars! "

Action Taken: Called 949-230-1454. Left message with 800# inviting customer to callback with any additional questions or concerns.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 798236 **Cus Ident** 19181244 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Baldwin NY [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Last Sell Dlr 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]
Mileage 206 **Prod Date** 7/12/2004 **Warr Date** 9/17/2004 **Model** E320 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Delivery Without Explanation of Features	10/22/2004 17:27:53	Tracey Kelley	6390
	Overall Dissatisfaction with Sale	10/22/2004 17:27:53	Tracey Kelley	6390
Vehicle Quality	Overall Dissatisfaction with Quality	10/22/2004 17:28:18	Tracey Kelley	6390
Service / Repairs	Vehicle To Dealer Within First 90 Days	10/22/2004 17:28:37	Tracey Kelley	6390
Survey Inquiries	IBS - Initial Buyer Survey	10/22/2004 17:28:06	Tracey Kelley	6390

Summary Notes

10/22/2004 14:20:22 System Administrator

From File 041022IBSanswers
Record Sequence Number M4288326
World VIN WDBUF65J85A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
PRESTIGE MOTORS, INC.?

Very Dissatisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT
FROM WHOM YOU LEASE/PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Good

2d. ABILITY TO ANSWER YOUR QUESTIONS? Good

-
5. HOW SATISFIED WERE YOU WITH THE TIME TAKEN TO INTRODUCE
THE WARRANTY, SERVICE POLICIES AND NEW FEATURES OF YOUR
E320? Dissatisfied

-
IF CONTACTED BY A REPRESENTATIVE FROM
PRESTIGE MOTORS, INC. :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Unlikely

10b. FROM PRESTIGE MOTORS, INC.? Very Unlikely

-
11. WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR E320 SERVICED
AT PRESTIGE MOTORS, INC.? Very Unlikely

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR NEW
E320? Dissatisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"Interior Design. "

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
E320 FOR THE FUTURE?

"Electronic System. "

-
19. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Srs System Failure - Replacement For The Part Took Almost 1 Month. Car Was
In Workshop From 9-20-04 - 10-8-04. Srs System Failed 3 Days After
Purchase. "

10/22/2004 17:27:13 Tracey Kelley 6390

Survey Summary: Customer was very dissatisfied with the dealer. Customer was dissatisfied with the explanation of features, warranty and service policies. Customer is dissatisfied with the vehicle. Customer Comments: "Srs System Failure - Replacement For The Part Took Almost 1 Month. Car Was In Workshop From 9-20-04 - 10-8-04 Srs System Failed 3 Days After Purchase. "

Action: Called [REDACTED] 0. No answer/ No machine. Called [REDACTED] Left 800# message.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 968856 **Cus Ident** 28369106 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

East Greenwich RI [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 71100 INSKIP AUTOCENTER WARWICK RI
Sell Dlr 71100 INSKIP AUTOCENTER WARWICK RI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110871X [REDACTED] **World Vin:** WDBUF87JX6X [REDACTED]
Mileage 5956 **Prod Date** 2/4/2005 **Warr Date** 5/12/2005 **Model** E350W4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/22/2005 10:23:55	JIM MCINTOSH	

Summary Notes

11/22/2005 10:23:05 JIM MCINTOSH

71100 SM Ray Angle contacted writer. Vehicle is coming in on 11/23 for a SRS warning light. Customer is demanding vehicle be bought back. Ray will review past history and advise writer on # of days out of service.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 969793 **Cus Ident** 29384060 **Legal** **Note Type** Summary Note
Customer [REDACTED] | [REDACTED]
Address [REDACTED]

Dunnsville VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 80127 BROWN EUROPEAN IMPORTS CHARLOTTESVI VA
Sell Dlr 80127 BROWN EUROPEAN IMPORTS CHARLOTTESVI VA
Last Sell Dlr 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]
Mileage 2216 **Prod Date** 3/21/2005 **Warr Date** 9/1/2005 **Model** E350W 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/22/2005 18:28:59	TOM ISHLER	
	Overall Dissatisfaction with Quality	11/22/2005 18:28:59	TOM ISHLER	
Service / Repairs	Repeat Repairs on Same Component	11/22/2005 18:29:38	TOM ISHLER	
	Vehicle To Dealer Within First 90 Days	11/22/2005 18:29:39	TOM ISHLER	

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	11/22/2005 18:30:27	TOM ISHLER	

Summary Notes

11/22/2005 18:27:35 THOMAS ISHLER

Writer was visiting dealer today when customer came to the SM's office requesting to speak with writer. Customer stopped by the dealer today with a complaint of a noise from the engine. The dealer sent our their Shop Foreman to take a look/listen with the customer and shop foreman believes it is a lifter noise. Customer asked shop foreman how long a repair would take and the shop foreman advised customer that he had not replaced lifters on this engine before as this was a fairly new engine. The shop foreman came in and asked writer if I was aware of any lifter problems with these engines and writer advised shop foreman that writer was not aware of any known issues. Customer was very aggressive, demanding and appeared to be intentionally unreasonable. Customer stated that he had been to the dealer 4 times in 2000 miles and that the vehicle was a lemon and he wanted it replaced. Writer reviewed the history on the vehicle and found that the customer had only been in twice since taking delivery. Both of those visits were for the SRS light for which was repaired on the second visit. Writer saw the steering angle sensor was replaced on the day the customer took delivery but was repaired prior to the customer taking delivery. Writer advised customer that the vehicle did not meet any Lemon Law criteria from what writer could see in the history. Customer stated he did not know what the Lemon Law was and didn't know if he could believe writer. Writer advised customer that if he felt the vehicle was a Lemon and did not want to take writer's word that it wasn't, he could have his concerns reviewed by an attorney. Customer stated "so your telling me to get an attorney?" Writer again stated as above. Writer apologized for past issues but advised the customer that he should give the dealer the opportunity to repair the vehicle and if required, we could provide technical assistance. Writer went out to listen to engine and confirmed a lifter noise. Customer stated that he did not want to be a guinea pig when it came to the dealer performing the necessary repairs for the first time. Writer advised customer that every job a technician does was at one time, the first time for that technician. Writer stated that it doesn't mean the technician isn't qualified and all dealer technicians get factory training. Customer stated he wasn't happy, requested a copy of the repair history and advised writer "I don't need an attorney, I'm in law school".

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1074127 **Cus Ident** 26407022 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Stanley NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC
Sell Dlr 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC
Last Sell Dlr 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X66A [REDACTED]
Mileage 18909 **Prod Date** 12/13/2004 **Warr Date** 1/22/2005 **Model** CLS500(2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	02/08/2006 16:49:38	TONY MARTINEZ	

Summary Notes

2/8/2006 16:48:53 JACQUELINE HOEY

Writer spoke with [REDACTED] in regards to the above referenced vehicle which has been down since 1/18/06 for an SRS light. We have a wiring harness on order with Germany which is a special order part which could take 4-6 weeks for delivery. Part Number A2195401806 on order # 1796695. This was ordered on 1/30/06 by the dealer. The customer is currently in a C-Class loaner and has requested a loaner car upgrade or compensation for his downtime. As a gesture of good faith writer offered customer the sum of one lease paymer (\$1,318.63), which customer accepted. I advised [REDACTED] that the dealership would keep him up to date on the parts situation. I advised him not to expect the part for at least another 2 weeks if not more but that v would keep him updated. Writer left customer my phone # should he have additional questions.

2/17/2006 10:48:53 JACQUELINE HOEY

Part in route to dealership. See Fed Ex tracking # 701346866034 on MBZ # 538968. Writer notified dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 929945 **Cus Ident** 26209636 **Legal** **Note Type** Summary Note
Customer Plumbing By Bob
Address [REDACTED]

Sunrise

FL [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dlr 14123 MERCEDES-BENZ OF PEMBRO PEMBROKE PIN FL
Sell Dlr 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]
Mileage 18536 **Prod Date** 10/7/2004 **Warr Date** 12/2/2004 **Model** E500W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	09/20/2005 08:32:32	ANDREW KAMBICH	

Summary Notes

9/20/2005 08:31:50 ANDREW KAMBICH

Please see note as provided by dealer SM.

CUSTOMER WAS HERE 9/9/05 PICKED UP 9/13/05 FOR NO START, SRS, CAMPAIGN, SERVICE. WHEN HE PICKED UP THE CAR IT WOULD NOT START. SERVICE PAYMENT WAS REFUNDED PENDING COMPLETED REPAIRS. THIS WAS THE CUSTOMERS FIRST VISIT HERE WITH THIS CAR. WE OPENED ANOTHER R/O. HE STATES HE ALSO HAD PROBLEMS WITH A S-CLASS THAT WE REPAIRED FOR HIM.

WE HAVE CHARGED THE BATTERY OVERNIGHT AND WE HAVE A DRAW. WE HAVE NOT LOCATED THE PROBLEM YET. WE ALSO NOTED SOME WATER IN THE LOWER TRUNK.

THIS WAS NOT A COMPLAINT AND WE DO NOT KNOW IF THIS IS A CAUSE OR EVEN A PROBLEM YET. THE TRUNK LATCH ALSO QUIT WORKING JUST SILLTING HERE. CUSTOMER WANTS A MB LOANER. I ADVISED WE DO NOT HAVE BUT WOULD PROVIDE ENTERPRISE. CUSTOMER STATES HE HAS CALLED MBUSA ABOUT HIS S-CLASS AND WILL DO SO AGAIN ABOUT THIS CAR.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1038619 **Cus Ident** 24756198 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Palmetto Bay FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL
Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL
Last Sell Dlr 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]
Mileage 16939 **Prod Date** 6/8/2004 **Warr Date** 8/10/2004 **Model** E320W 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
MBUSA	Customer Dissatisfied With MBUSA	01/12/2006 15:17:32	ANDREW KAMBICH	

Summary Notes

1/12/2006 15:03:43 ANDREW KAMBICH

Spom met with this client to review her concerns of vehicle. Client alleges that vehicle has been in 5 times for SR repairs. Service File shows one visit and one RAP visit for SRS. Client demands that MB replace vehicle. Spom advised client that recent developments have provided a solution to her concerns and that since MB/Deale will repair the vehicle. Client became very upset and demanded that vehicle be replaced. Spom advised client that only repairs would be made, and no replacement would be offered. Client indicated that she intended to take vehicle and trade it. Spom asked if the SRS light was on at this time, client confirmed that it was. Spom strongly suggested that client leave vehicle at dealer so that SRS repairs could be made. Dealer even offered to get the newest loaner available. Client declined. Spom strongly suggested multiple times that client should not leave dealer in the vehicle as the SRS light was on. After repeated attempt, client declined. Spom asked client to confirm that we were cautioning her against this, which she confirmed. Spom also reviewed with client what illuminated SRS light meant to insure that she knew what she was doing.

1/13/2006 16:47:40 Frank Parente 4675

Customer called claiming that she is not satisfied with the response from SPOM - customer claims that she is also unhappy over the type of loaner vehicle she has been provided with. Writer informed customer that her comments would be documented, however, SPOM is responsible for the affair of MB in his area of responsibility.

1/16/2006 10:33:58 Frank Parente 4675

Note from SM at dealer to SPOM (AK)

Andrew, I spoke to Richie. FYI, the car is here now and we are going to repair the SRS system. We got her a new Enterprise vehicle as alternate transportation.

David Appleton

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1257397 **Cus Ident** 32564308 **Legal** **Note Type** Summary Note
Customer [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Jacksonville FL [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dlr 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Sell Dlr 15321 KRAFT MOTORCAR CO., INC. GAINESVILLE FL

Last Sell Dlr 80102 MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]
Mileage 24655 **Prod Date** 11/25/2004 **Warr Date** 1/17/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	06/16/2006 14:35:15	DAVE WOOLSEY	
Tires and Rims	General Questions	06/20/2006 12:45:00	Robyn Letz	6209
Warranty	Non-Warranty Related Issue	06/16/2006 14:34:45	DAVE WOOLSEY	
SPOM/MM Contact to CAC	SPOM Advised Not Warranty Repair	06/16/2006 14:33:29	DAVE WOOLSEY	

Summary Notes

6/16/2006 14:37:51 PAUL RENICK

06/16/2006 11:57 AM

To: renickp@mbusa.com

cc:

Subject: Service issue w/ Brumos - your help requested

June 16, 2006

Paul Renick

Mercedes Benz - USA

Dear Paul,

I am writing this letter to you out of some built up frustration with Brumos. I know that your organization is committed to delivering a level of high customer satisfaction. Unfortunately, there are several areas that have me very frustrated and disappointed.

In Jun of 2005, I purchased a 2006 CLS500 from Kraft Motor Cars in Gainesville. Kraft is a client of our office and a personal friend of one of my Financial Advisors in my office. I was very pleased with the level of service I received from Kraft. At the time of my purchase I asked about service issues in Jacksonville and was assured the Brumos would provide me with a high quality of service and that it is standard practice that I would receive a loaner car if I took it in for service if needed. Having owned luxury cars in the past, and requiring a vehicle during the day, this was very important to me.

At the time of purchase, I noticed a strong vibration while driving. Kraft stated that it needed to be aligned and the currently did not have the part for their machine to perform this and I could take it to Brumos for service. Brumos offered to do the service but refused to provide me with a loaner car. They also told me at that time that I would never be entitled to a loaner car because "loaner cars are only for clients who purchase their cars through Brumos". I appealed to the Service Manager and she again instructed me that a loaner car was not an option. The next time I was in the service area, I noticed in bold letters on the screen on my client record "NO LOANER CAR - CUSTOMER PURCHASED CAR FROM KRAFT"

I have to say that this is very disappointing. To spend over \$75,000 on a car and "the Mercedes Experience" , to be treated this way is not appropriate.

This is not a good public relations for Brumos. This week, no less than eight of my Financial Advisors asked me why I was driving a Chevy Cobalt as they walked past my parking spot in the garage. I had to tell my story eight times how Brumos refused to provide me with a loaner car because I did not buy my car from them. These are eight affluent people that you want driving your cars.

As you can see by the chronology of events listed below, I have brought my car in for service to Brumos six times in past 12 months. Each time, I have also discussed the vibration I feel when driving. They have addressed it on several occasions. The latest results stated that all four of my rims are slightly bent and causing the vibrations. I could have them replaced for \$2,200. No one can explain to me how it is possible for all four rims to be bent at the same time. This does not make sense to me. I have had the vibrations since day one.

I owned a Lexus for 4 years prior and my experience was wonderful. The only service the car ever required was the regularly scheduled maintenance. The level of service I received was excellent. During that time, I received a loaner car at three different dealerships where the car was serviced.

Currently I have spent \$1,901 with Brumos for service and installation. They have certainly been paid by Mercedes Benz for the additional warranty work they performed. Six service issues in 12 months is also very burdensome.

Two Issues:

1) I believe that I should be entitled to the same experience as any other Customer, that includes the use of a loaner car.

2) Mercedes Benz should replace the rims on my car at no cost to myself

It is my hope that you have the authority to help me with these issues.

Calendar of events

Jun 17, 2005 Purchased Car through Kraft Motors in Gainesville

Jun 21 , 2005 Took car to Brumos for Service

Car had a noticeable vibration when driving

Kraft did not have the equipment in service to perform alignment

So I took car to Brumos at suggestion of Kraft

Replaced all four tires & Front Camer bolts

Balanced all four wheels and tires

Cost \$597.15

Loaner car not provided for two days of service

- I rented a Camry across the street at Budget

Jul 5, 2005 Took Car to Brumos for service

Warning lights were on for Airbag

Noticeable Steering Vibration at 30 mph and greater at 50 mph

- Adjusted Preteanchen Steering Rack

Cost - Warranty

Loaner Car not Provided

- Rented Hyundai from Budget

Summary Notes

Aug 5, 2005 Took car to Brumos for Service

ESP Sensor light malfunction

- Replaced part

Performed Sched A Maintenance

Cost - \$315.30

No loaner car - Rented Camry from Budget across street

Mar 16, 2006 Took car to Brumos for Service

Active Headlamp malfunction - Part not available

Oil Level Sensor malfunction

Cost - Warranty

No loaner car provided - Rented car from Budget

April 6, 2006 Returned car to Brumos for service

- They received the Headlamp to install

- Battery was also replaced for malfunctioning

- Installed Satellite Radio

Cost - \$ 988.63

No loaner car provided

June 16, 2006 Took car to Brumos for Sched B Service

- Also requested that they look at car for vibrations

as discussed in prior service.

- Brumos stated that all four Rims were slightly bent and caused vibrations

Cost - \$350.43

No Loaner car provided - Rented Chevy Economy car from Budget

I look forward to hearing from you soon.

p.s. I would like to compliment Jonathan Hill (Service Rep). He has been very polite and provided me with a quality experience for the things that are within his control.

Sincerely,

[Redacted Signature]

Jacksonville, FL

[Redacted Address]

Fax

6/16/2006 14:39:01 PAUL RENICK

Paul Renick

06/16/2006 02:27 PM

To: scott.stephens@duvalmotorcars.com

cc: wstanton@duvalmotorcars.com, Mark Jacksonville.Stapleton/MAIL/MBDEALER@MBDEALER, Grahame Long/171/DCAG/DCX@WK-COOP

Subject: Service issue w/Brumos - WDDDJ75X36A [Redacted] - Withers - 24,655 miles - warranty start date 1/17/2005

Scott:

Per the voicemail message I left you this morning in response to the voicemail message you left for me yesterday afternoon, please address directly with this customer or refer him back to Brumos. As I indicated in my voicemail message to you this morning, I don't plan any direct contact with this customer.

As you are aware, each dealership is free to determine its own loaner car policy as an independently owned and operated business. Only if a warranty repair is involved and the dealer participates in the alternate transportation program would the guidelines for providing alternate transportation come into play. The warranty itself, however does not provide for loaner vehicles when warrantable service or repairs are needed.

Warranty history for this vehicle as evident from the VMI and service history at Brumos after July, 2005, at 11,420 miles do not reflect any concerns with a vibration until the current visit at 24,655 miles. Had a wheel been bent from the factory, it would have been evident in May, 2005, when the 2 front tires were replaced under goodwill at Kraft or in June, 2005, when the customer paid to have a damaged tire replaced and MBUSA paid for replacement of the 3 other tires (Michelins) since the Contis originally installed on the car were not available. MBUSA will not authorize wheel replacement under the terms of the warranty if they are in fact bent.

Not being directly involved with the current visit or diagnosis involved, MBUSA is not in a position to comment on the suggested repairs.

In the future, please be aware that customers should be referred to the Customer Assistance Center so that we can document their contact in our database but only after you have entered a sum note and discussed the situation with me. Customers should not be referred directly to me.

Regards,

Paul

Summary Notes

6/20/2006 12:44:44 Robyn Letz 6209

CORR # 298329 Writer will respond to customer above internet message with company position as outlined by SPOM, Paul Renick.

E-mail was forwarded by internet by employee of the owner, [REDACTED], See CORR # 298170.

6/21/2006 12:14:09 Robyn Letz 6209

SPOM approved letter and it was sent.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 935889 **Cus Ident** 38057578 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Upland CA [REDACTED]
Phone [REDACTED] **Phone Location** Mobile
Assign Dlr 05145 PENSKE MOTORCARS MONTCLAIR CA
Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Last Sell Dlr 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]
Mileage 12093 **Prod Date** 2/16/2005 **Warr Date** 4/8/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
SPOM/MM Contact to CAC	SPOM/MM Requests Letter to Customer	10/04/2005 17:23:45	BRIAN BLOKDIJK	7322

Summary Notes

10/4/2005 17:22:04 BRIAN BLOKDIJK 7322

Email from SM to customer. Customer had accepted an ELW offered by the SPOM. However, the customer already had an ELW and one could not be provided. Below is an email string between the SM and the customer. SPOM had offered the customer \$2,500 in good will for days down. Email follows:

FYI

-----Original Message-----

From: Rodgers, Randy
Sent: Tuesday, October 04, 2005 2:16 PM
To: [REDACTED]
Subject: FW: SPAM! RE: [REDACTED]

Good afternoon,

In a conversation with the MBZ factory rep we discussed the fact that I had not heard back from you regarding the monies in place of the Extended Limited Warranty. Looking forward to hearing from you soon.

Sincerely,
Randy Rodgers
Penske Motorcars Claremont
Service Director
909-592-0201

-----Original Message-----

From: Rodgers, Randy
Sent: Thursday, September 15, 2005 11:20 AM
To: [REDACTED]
Subject: RE: SPAM! RE: [REDACTED]

SRS-1st visit, code for drivers side air bag, tested good, cleared codes as we can not perform repairs unless a faulty component is found.

2nd visit, found code for horn contact spiral spring which was replaced. We do not show a 3rd visit for an SRS light issue.

Oil level sensor-1st visit, light engaged, level found to be ok at the time of testing, tested and replaced oil level sensor.

2nd visit, oil level light engaged, corrected oil level (too high related to oil leak repair and technician not getting oil level correct).

We do not show a 3rd visit for oil level sensor light but we did have an oil leak repair (reseal engine lower oil pan) that was related to having the vehicle come back for the 2nd time on the oil level sensor.

TPS light, light engaged due to flat tire occurring and the spare being installed. A new tire was installed but the Assistant Service Manager neglected to communicate that this system requires a number of miles to be driven before the TPS will reset itself. After explaining that to you we decided it best to pick the vehicle back up and continue to drive the vehicle for the purpose of resetting the system and as well to again have the technical specialist from MBZ double check that the systems are functioning as they should.

I hope that you will not have a continues need to bring the vehicle in for service other than what would be considered regular maintenance but in an effort to rebuild some confidence in both the MBZ product and Penske the manufactures representative had offered to add to the vehicle a factory extended warranty. In processing this warranty it was determined that you already have a factory extended warranty necessitating a different goodwill offer of refunding you for the amount you paid (\$2500.00) for the warranty. I will process the paperwork required as soon as I hear back from you confirming your happy with the offer, please allow approximately 2 weeks to receive the check. Thank you for your patience and understanding and I hope you understand we will make every effort to meet or exceed your vehicles future service needs.

Randy Rodgers
Penske Motorcars Claremont
Service Director
909-592-0201

Summary Notes

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 13, 2005 1:33 PM
To: Rodgers, Randy
Subject: RE: SPAM! RE: [REDACTED]

Hello Mr. Rodgers;

Please review the attachment and give me a call. As I have express to you in previous phone conversations, I do not feel comfortable with the fact my CLS 500 have been in your service department 8 times in the last 4 months because the sensors are defective, if you check the your records you will see that the following sensors have fell or as your service department stated were defective;

SRS Sensor-----3
Oil level Sensor-----3
Tiers Air Pressure Sensor-----2

Please review the enclose attachment and let me know if your company will take care of this issue and replace my vehicle or if I have to send this issue to my lawyer. Thank you for your time

[REDACTED] Cell

-----Original Message-----

From: Rodgers, Randy [mailto:Randy.Rodgers@PenskeMotorcars.com]
Sent: Tuesday, September 06, 2005 1:54 PM
To: [REDACTED]
Subject: SPAM! RE: Juan G. Guevara

We have had phone issues this morning which rendered us unable to receive some incoming calls as well as not having and indication on our phones that we had messages. Just arriving back from lunch recently I find the issue has been resolved by our I.T. department and have since received your voice mail. I will contact the factory representative with this information and get back to you with his response.

Randy Rodgers
Penske Motorcars Claremont
Service Director
909-592-0201

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 06, 2005 1:21 PM
To: Rodgers, Randy
Subject: [REDACTED]

Hello Mr. Rodgers;

I just want to share with you, a picture I took with my cell phone on Sunday night, it is not to clear, but it read
"Engine Oil Level"
"Oil Level Low"

As we discusse in our phone call on Thursday, I have many concerns as far as the quality of this particular car. I have a question for you;

* If the reason for this message to appear the first time was a bad sensor, and this sensor was replaced, Why did this computer in the car still give the message?

As you will see, my concerns only increase as time goes by, I need to talk

to you and with the gentleman that extended the warranty of this vihecle to
~~100,000 thousand milles~~

Summary Notes

On Tuesday you should be able to reach me on my cell phone any time, please
make this call one of your priorities in the morning. Thank you for your
time.



Customer Assistance Referral

CA Ref ID: 175636 Priors: No Open Date: 12/21/2004 Status: CLS Last Update: 01/06/2005

Address: [Redacted]

Title:
Phone: - -

City: Rancho Cucamonga CA [Redacted] Corres ID:

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer:00333 L.A. RGN Assign Agent: SOM - 23

Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J75A [Redacted]

Mileage: 2199 Engine Number: 11294931875054

Prod Date: 04/08/2004 Warranty Start Date: 10/31/2004

Grp	Fail	Major	Minor	Rsr
10	S2	2	3	

Close Agent: Field Closing Date: 01/06/2005

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

Involved Information

- [Redacted] - Representative, [Redacted], Rancho Cucamonga, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- [Redacted] [Redacted] Rancho Cucamonga, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/21/2004 17:35:50 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 2199
Warranty Start Date: 10/31/2004
Previous CA Referrals: none

Previous Summary Notes: none

[REDACTED] called on behalf of his wife/owner/primary driver, [REDACTED] claiming she was involved in an automotive accident yesterday and claims non-airbag deployment. The customer stated he wants MBUSA to advise him why the driver's side airbag allegedly didn't deploy. The customer claims he may seek legal advice.

[REDACTED] claims his wife and 5 mth old child were allegedly making a left hand turn and an on-coming vehicle allegedly hit them. The customer claims his wife turned the wheel to attempt to avoid the car and was allegedly hit on the front corner of the driver's side. [REDACTED] claims his wife was belted and his child was in a rear-facing child seat. The customer claims no major injuries were sustained to the occupants. However, he claims his wife has some bruising from the seat belt.

The customer claims he has notified his insurance company, but doesn't have any insurance information to report. Mr. [REDACTED] claims there is a police report, but he doesn't have a copy. [REDACTED] also doesn't know the name and address of the body shop that the vehicle is allegedly at.

I provided [REDACTED] with my direct extension, 800-367-6372 ext. 4621, so that he can provide further details.

The customer asked the writer what MBUSA can do for him.

Writer explained that we can inspect his vehicle and as he requested, investigate his allegations of a non-airbag deployment.

Open Date: 12/21/2004 17:36:39 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
I will cc appropriate parties once further information is obtained from this customer.

Open Date: 12/22/2004 14:16:02 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Writer left a voicemail with customer encouraging him to contact 800-367-6372 ext. 4621 with additional information.

Open Date: 12/22/2004 16:10:02 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
[REDACTED] returned my phone call and provided the following:

1. Police Report # [REDACTED] Officer B. King with the Rancho Cucamonga, CA. Customer doesn't have a copy of the report yet.
2. All State Insurance Claim # [REDACTED]. His contact person is Anelle, who can be reached at 909-612-2039.
3. Vehicle will be towed today to Fletcher Jones Auto body 3300 Jamboree Rd Newport Beach, CA 92660. His contact person is Tim Fisher, who can be reached at 949-718-3360.

Open Date: 12/22/2004 16:11:45 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
[REDACTED] also claims his wife, [REDACTED], is experiencing pain and will see her physician today. The customer claims he may seek legal advice and is adamant that the driver's side airbag should have deployed. The customer also requested our technical findings in writing, once they become available.

Open Date: 12/22/2004 16:12:20 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Writer cc: F. Berenz, G. Bowne, R. Cila, and T. Brunner

Open Date: 12/22/2004 16:26:07 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC

██████████ phoned the CAC demanding to speak with a supervisor.

Writer apologized and advised that none were available at this time.

Customer alleges that no one has been sympathetic his request regarding inspection. Customer alleges that it is impossible the airbags on this vehicle should not have deployed as vehicle was struck at 70mph. Customer requested time frame to inspect inspection.

Writer advised that writer could not make assumption but advised that an inspection does not happen immediately as it needs to be arranged with out technical specialists out in the field.

Customer alleges that he will contact an attorney as he feels his interests are not viewed as important and he feels his needs legal protection.

Writer advised his comments would be documented and shared appropriately within our company and regional team.

Customer still requested contact from supervisor at 951-318-1580. Writer advised that supervisor would not be able to provide any further information and provide any further assistance than this writer and did not promise contact back immediately.

Open Date: 12/22/2004 16:43:47 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

Writer received notification from T. Brunner explaining that a Technical Specialist will be sent.

Open Date: 12/22/2004 17:02:47 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC

Writer called on behalf of T/L request. Writer spoke with ██████████. Customer asked if writer was supervisor, writer informed customer yes. Customer expressed concerns about "being serious, I wasn't sure if you guys take these things seriously."

Writer advised customer information of this nature is considered very serious at MBUSA. Writer assured customer above rep's have addressed customer's concerns and forwarded to appropriate parties involved right away.

Customer claimed "I feel better." Writer explained process. Customer thanked for explanation.

Customer asked for writer's phone number for possible follow up, writer provided.

Open Date: 12/23/2004 18:46:09 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC

SPOM phoned CAC to ensure case was opened as he does not have access to system today. Writer advised case has been opened.

Open Date: 12/28/2004 10:51:44 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC

Requested update from TS that will be assigned to the investigation.

Open Date: 12/28/2004 12:28:49 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

██████████ called to reiterate her eagerness to have MBUSA inspect her vehicle. ██████████ stated she is visiting her doctor because she claims she isn't feeling well.

Writer reiterated that her vehicle will be inspected by our Technical Specialist and that her eagerness to have this inpection performed as soon as possible is duly noted.

Open Date: 12/29/2004 17:03:29 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

Customer left a voicemail claiming that someone from Fletcher Jones (Tizak Ortez 949-718-3360) called her to advise that allegedly our representative has inspected her vehicle. The customer reiterated her intent to have in writing our findings.

Writer called customer at ██████████ to advise that once report is generated she will receive our findings in writing via mail.

Writer called Tizak Ortez, from the Fletcher Jones Body Shop, who confirmed that our TS inspected her vehicle yesterday. At this point, the body shop is awaiting the customer's approval to repair her vehicle.

Writer encouraged customer to call Mr. Ortez at 951-312-0336.

Open Date: 12/30/2004 12:13:13 **Agent:** Jacquelyn Galletta **Phone** 6323 **Note Type:** PC

Writer called SPOM who is on vacation - received voicemail. Writer left message for Tom Brunner to confirm whether or not vehicle has been inspected by a TS. Will await confirmation before contacting customer.

Open Date: 12/30/2004 15:41:28

Agent: Jacquelyn Galletta

Phone 6323

Note Type: PC

Received call back from Tom Brunner confirming that inspection has been performed and customer can go ahead and authorize repairs. Writer gained approval from Tom to send the following letter which customer requested :

December 30, 2004

[REDACTED]
[REDACTED]
Rancho Cucamonga, CA [REDACTED]

Subject: Model 2005 E320W

Serial No. WDBUF65J75A [REDACTED]

Dear [REDACTED]:

As requested, this letter is to confirm that Mercedes-Benz USA, LLC has completed its inspection of the above-referenced vehicle.

A report of our findings may be requested in writing from our Legal Department at the following address:

1 Mercedes Drive
Montvale, NJ 07645

The opportunity to correspond is appreciated.

Sincerely,

Jacquelyn Galletta
Customer Relations

Writer will fax letter to customer's husband David today (as requested) and will CC: SPOM).

Open Date: 01/06/2005 17:12:01

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

No further action required by SPOM

Customer Assistance Referral

CA Ref ID: 175902 Priors: No Open Date: 01/04/2005 Status: CLS Last Update: 01/13/2005

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence [REDACTED]
 City: New York NY [REDACTED] Corres ID: [REDACTED]

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

Service Retailer: 56106 HELMS BROS., INC. BAYSIDE NY Assign Agent: SOM - 24
 Orig Retailer: 56106 HELMS BROS., INC. BAYSIDE NY
 Sell Retailer: 56106 HELMS BROS., INC. BAYSIDE NY

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [REDACTED] Model: E320W 2005
 World VIN: WDBUF65J25A [REDACTED]
 Mileage: 800 Engine Number: 11294931936882
 Prod Date: 05/27/2003 Warranty Start Date: 11/30/2004

Grp	Fail	Major	Minor	Rsr
54	73	2	3	18

Close Agent: Field Closing Date: 01/13/2005
 Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- [REDACTED] - Driver, [REDACTED] New York, NY [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED] Secondary Residence
- [REDACTED], [REDACTED], New York, NY [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED], Primary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 01/04/2005 10:34:56

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: 2125736064

Current Mileage: 507

Warranty Start Date: 11/30/2004

Previous CA Referrals:

Previous Summary Notes: 819690, 819710

██████████ have called several times claiming that they do not feel safe in the vehicle and they want to be given a new car.

They claim they have only had the vehicle for a month or so, and it has already been into the dealership three times for electrical issues. ██████████ claims the horn still does not work, and he doesn't want his wife driving the vehicle any longer. He also claims the SRS light comes on from time to time.

██████████ claim that they do not want this vehicle anymore, and want to be given a new one. ██████████ claims she is a judge, and her husband is a lawyer, and they will do what they have to if this is not resolved.

Open Date: 01/10/2005 16:23:59

Agent: JOSEPH GALLAGHER

Phone

Note Type: RC

Writer reviewing concerns and discussing with Helms Management team. Will advise shortly.

Open Date: 01/13/2005 14:18:31

Agent: JOSEPH GALLAGHER

Phone

Note Type: RC

Due to vehicle concerns, writer authorized GM to do substitution of collateral. Customer was advised and is happy with outcome. Dealer handling process.

7/16/2010

Customer Assistance Referral

CA Ref ID: 175917 Priors: No Open Date: 01/04/2005 Status: CLS Last Update: 01/11/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Oradell NJ [Redacted] Corres ID:

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

Service Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ Assign Agent: SOM - 28

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: 2110831X [Redacted] Model: E500W4 2005

World VIN: WDBUF83J65X [Redacted]

Mileage: 5130 Engine Number: 11396930596960

Prod Date: 11/12/2003 Warranty Start Date: 07/09/2004

Close Agent: Field Closing Date: 01/11/2005

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Involved Information

- [Redacted] - Owner, [Redacted], Oradell, NJ [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 01/04/2005 13:42:42 Agent: Gregg Mault Phone 6350 Note Type: PC

Primary Phone: 2018681120
Current Mileage: 3639
Warranty Start Date: 07/09/2004
Previous CA Referrals:

Previous Summary Notes:

Customer called stating his vehicle has been at dealer numerous times, the latest is due to the horn not working, multifunctional steering wheel doesn't work and the SRS light stays on. Customer states so far dealer has not been able to diagnose. Customer requesting MBUSA intervention to get vehicle fixed.

Open Date: 01/06/2005 13:00:55 Agent: MIKE WILLARD Phone Note Type: PC

SM Steve Vogt involved and has a part on order for customer. Writer will follow up.

Open Date: 01/10/2005 09:17:38

Agent: James Blasié

Phone 4620

Note Type: PC

Copy of e-mail sent to SPOM:

Mike:

██████████ (VIN# WDBUF83J65X ██████████ - Prestige) called in and repeated allegations noted in the opening of the referral -horn, electrical, airbags, SRS.

He stated dealer does not know why vehicle malfunctions, that he has been advised that "parts have been replaced and air bag is on order."

Customer stated that dealer rep had originally given hi the 800# and advised him to call MB about his vehicle; he stated he may pursue NJ Lemon Law on vehicle if issues are not addressed.

Regards,

Open Date: 01/11/2005 11:02:41

Agent: MIKE WILLARD

Phone

Note Type: RC

Following is E-mail from PSD Brian Scully:

I spoke with ██████████ and he is a little upset can't blame him, I explained that the airbag should resolve his concern. The part# subbed to a new one and was backordered Germany. ETA expected 1/16/05. I offered a comparable lease payment of \$900.00 for his inconvenience. He seemed ok.

7/16/2010

Customer Assistance Referral

CA Ref ID: 177777 Priors: No Open Date: 03/09/2005 Status: CLS Last Update: 03/18/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Lake Mary FL [Redacted] Corres ID: 263391

Agent: Christine Dingler Phone: 6361 Orig By: M Orig CD: HO Region: 2 Market: 7

Service Retailer: 14320 MERCEDES-BENZ OF ORL MAITLAND FL Assign Agent: SOM - 27
Orig Retailer: 14320 MERCEDES-BENZ OF ORL MAITLAND FL
Sell Retailer: 14320 MERCEDES-BENZ OF ORL MAITLAND FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J45A [Redacted]
Mileage: 2904 Engine Number: 11294931933539
Prod Date: 09/08/2003 Warranty Start Date: 11/23/2004

Grp	Fail	Major	Minor	Rsr
68	73	1	3	05

Close Agent: Field Closing Date: 03/18/2005
Close With: O Close By: M Close How: V Owner Satisfied: Y

Involved Information

>	[Redacted]	[Redacted]	Lake Mary, FL [Redacted]
	[Redacted]	Primary	Residence
	[Redacted]	Secondary	Residence
	[Redacted]	Secondary	Residence
	[Redacted]	Secondary	Residence
	[Redacted]	Secondary	Residence
	[Redacted]	Secondary	Business
	[Redacted]	Secondary	Business
	[Redacted]	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/09/2005 12:52:45

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 2904

Warranty Start Date: 11/23/2004

Previous CA Referrals:

Previous Summary Notes:

Corres # 263391 FL Motor Defect Notice Sent Registered Mail on 3/3/05. Received by MBUSA on 3/8/05. Received by this writer and CAC on 3/9/05.

Notice alleges: "The vehicle has been out of service at least 15 days..." notes state: "An SRS message reads TAKE VEHICLE TO WORKSHOP. According to dealer the airbags could go off. The vehicle is unsafe to drive until repaired."

This writer will send email to the following person advising of contact and requesting date for Final Repair Attempt for Mailgram.

CC: Paul Renick, Mark Kelly, Pat McCallum

Open Date: 03/18/2005 10:11:25

Agent: PAUL RENICK

Phone

Note Type: RC

Customer contacted spom on 3/15/2005 to advise that vehicle was being returned to shop because SRS warning again displayed. This visit will be considered final repair attempt. TS Chip Saunders inspected vehicle and corrected connector problem at N80 on Wednesday, 3/16/2005. Customer advised of repairs by spom in a vm message on 3/17/2005 with phone numbers for customer to call if necessary. pwr

Open Date: 03/18/2005 10:12:50

Agent: PAUL RENICK

Phone

Note Type: RC

Customer provided with reimbursement of one month's lease payment even though he was provided with a loaner during previous repairs. pwr

7/16/2010

Customer Assistance Referral

CA Ref ID: 177809 Priors: No Open Date: 03/09/2005 Status: CLS Last Update: 03/29/2005

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

City: Anthony NM [Redacted] Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 6 Market: 8

Service Retailer: 75556 MERCEDES-BENZ OF EL EL PASO TX Assign Agent: SOM - 33

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

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26J05A [Redacted]

Mileage: 5391 Engine Number: 64896130109734

Prod Date: 04/02/2004 Warranty Start Date: 01/02/2005

Close Agent: Field Closing Date: 03/29/2005

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

Grp	Fail	Major	Minor	Rsr
10	S1	2	3	09

Involved Information

- > [Redacted] - Owner, [Redacted], Anthony, NM [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Business
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/09/2005 19:04:29 Agent: Christine Dingler Phone 6361 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 5391

Warranty Start Date: 01/02/2005

Previous CA Referrals:

Previous Summary Notes: 842520, 852013

Writer received call from Keith Young SM at this dealer 75556 advising that customer requests vehicle be inspected by MBUSA representative.

SM advised writer that customer was driving on a dirt road, with his wife, both seat belted, when passenger side front, curtain, side airbags deployed without impact, and seat belt tensioners went off. No injuries reported. SM has advised customer to contact insurance agent at this time.

Writer verified phone #'s for customer's on file.

CC: Karl Hawkes, Frank Berenz, Gary Bowne, Regina Cila, Thomas Brunner

Open Date: 03/14/2005 15:18:39 **Agent:** KARL HAWKES **Phone** 7608 **Note Type:** PC
have requested a special tech inspect.

Open Date: 03/29/2005 13:31:02 **Agent:** KARL HAWKES **Phone** 7608 **Note Type:** RC
after inspecting vehicle and speaking with Gary Bowne we have agreed to repair and replace air bags that deployed after customer signs release.

7/16/2010

Customer Assistance Referral

CA Ref ID: 177862 Priors: Both Open Date: 03/11/2005 Status: CLS Last Update: 04/20/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Lake Forest IL [Redacted] Corres ID:

Agent: Maria Cruz Phone: 4604 Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22415 KNAUZ CONTINENTAL AU LAKE BLUFF IL Assign Agent: SOM - 30
Orig Retailer: 22415 KNAUZ CONTINENTAL AU LAKE BLUFF IL
Sell Retailer: 22415 KNAUZ CONTINENTAL AU LAKE BLUFF IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J15X [Redacted]
Mileage: 1072 Engine Number: 11295431933161
Prod Date: 11/07/2003 Warranty Start Date: 12/11/2004

Grp	Fail	Major	Minor	Rsr
82	73	3	3	14

Close Agent: Field Closing Date: 04/20/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted] Lake Forest, IL [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/11/2005 12:12:34 Agent: Maria Cruz Phone 4604 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 1072
Warranty Start Date: 12/11/2004
Previous CA Referrals:

Previous Summary Notes:

[Redacted] contacted the CAC

Advised that vehicle is at dealership as of Wednesday 3/9/05 for 3rd steering column service. Customer advised that steering controls and the horn do not work, and alleges dlr has advised her that "airbag would not deploy".

Customer advised that the seatbelt chimes even though she has her seatbelt latched on. She claims that dlr has tried to repair and advised her that "the seatbelt has been upgraded and the part is on backorder".

Customer advised that she is "an extremely unhappy customer" and does not feel safe in the vehicle anymore. Customer believes her vehicle meets Lemon Law criteria and therefore is requesting MBUSA buyback her vehicle.

Customer also claims that dlr advised her that they would speak with Home Office to see what could be done.

Open Date: 03/11/2005 12:28:29 **Agent:** Maria Cruz **Phone** 4604 **Note Type:** PC
Mark Kelly, Chris Hoffman and Andreas Ka Klein were all Cc'd with the referral notes.

Open Date: 03/11/2005 12:28:32 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
B/O part inquiry for seatbelt has been sent to PAC:

Open Date: 03/13/2005 22:08:08 **Agent:** CLEO GAINES **Phone** 7424 **Note Type:** RC
The request to buy-back the vehicle has been denied and communicated to the customer. The dealer will address the issue with the support of the TACK.

Open Date: 03/14/2005 11:29:27 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
Update from PAC:

Control Unit: Part# A2118702326....
ETA is the end of this next week, beginning of next week.

Open Date: 04/20/2005 15:11:17 **Agent:** CLEO GAINES **Phone** 7424 **Note Type:** RC
The dealer repaired the vehicle and returned the unit to the customer. the vehicle is operating normal and no other action is required.

7/16/2010

Customer Assistance Referral

CA Ref ID: 177878 Priors: No Open Date: 03/11/2005 Status: CLS Last Update: 03/25/2005

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

City: Hawthorne CA [Redacted] Corres ID: 263381

Agent: Arnold Almaguer Phone: 4621 Orig By: E Orig CD: HO Region: 3 Market: 4

Service Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA Assign Agent: SOM - 25
Orig Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA
Sell Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J45A [Redacted]

Mileage: 1860 Engine Number: 11294931927648

Prod Date: 07/23/2002 Warranty Start Date: 12/20/2004

Close Agent: Field Closing Date: 03/25/2005

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

Grp	Fail	Major	Minor	Rsr
82	73	1	2	03

Involved Information

- > [Redacted] - Owner, [Redacted], Hawthorne, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/11/2005 15:22:24

Agent: Arnold Almaguer

Phone 4621

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 1860

Warranty Start Date: 12/20/2004

Previous CA Referrals: None

Previous Summary Notes: None

Writer generated referral based on the below email correspondence. Customer seeking MBUSA's involvement with technical assistance to resolve an alleged issue with the SRS.

Subject: Retailer Questions (CDQI)From: boddiejack@yahoo.com

To: mailmaster@mbusa.com

*** Customer Assistance ***

The following person has filled out the Customer Assistance Form on www.MBUSA.com.

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Hawthorne

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I purchased my 2005 E320 Mercedes Benz through the Signal Hill Long Beach California dealership by special order after waiting 2.5 months. I've had to return my car three times to the dealer for the same problem (SRS malfunction). I have less than 2000 miles on the car. I am disappointed to say the least. I really expected better of a Mercedes Benz product. It's my first experience with the corporation and I am not very happy with this situation at all. I talked to the manager of the dealership and his response was "what would you like me to do?" To their credit, they have tried to fix the problem with no success. I still have the problem and I want my 64,000 dollar investment fixed or order me a brand new car. I don't have the time to drive the car back and forth to the dealer every few days. I would appreciate your standing behind your product. Please contact me with any questions regarding this matter.

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: WDBUF65J45A [REDACTED]

Open Date: 03/11/2005 15:28:34

Agent: Arnold Almaguer

Phone 4621

Note Type: PC

The follow reply email sent to customer:

[REDACTED],

Thank you for your recent email.

Arrangements have been made for your concerns to be reviewed on a local level; you may expect further contact shortly, if not already.

Sincerely,

Arnold Almaguer

Customer Relations Liaison

Mercedes Benz USA, LLC

800-367-6372 ext. 4621

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Open Date: 03/11/2005 16:27:30 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

Writer called customer at [REDACTED]. Writer asked if vehicle's SRS warning light is on. Customer stated that it was. Writer offered to arrange a tow into the dealer but the customer declined. [REDACTED] stated he has left the vehicle in his garage and is using a another vehicle.

[REDACTED] thanked writer for the contact. He claims the dealer has an order for parts related to the alleged SRS issue. Customer stated that dealer advised him it may take 6-10 business days for parts to arrive from Germany.

Writer coded "parts not available" for possible assistance thru our CR parts contact person.

Open Date: 03/11/2005 16:54:20 **Agent:** William Maher **Phone** 6250 **Note Type:** PC

B/O part inquiry sent to PAC:

Open Date: 03/14/2005 09:29:42 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** PC

Request made of SM to provide all pertinent information and recommendations for resolution. Follow-up to continue.

Open Date: 03/14/2005 10:28:27 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

PAC responded with ETA of 3/14/05, leaving Germany.

Open Date: 03/25/2005 10:45:49 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** RC

Per SM - parts arrived and repairs were done. Customer picked-up vehicle on 3/23/05. No further action will be taken at this time. SPOM will close this matter.

7/16/2010

Customer Assistance Referral

CA Ref ID: 177940 Priors: Cus Open Date: 03/15/2005 Status: CLS Last Update: 03/17/2005

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

City: Manalapan NJ [Redacted] Corres ID:

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 5 Market: 4

Service Retailer: 51126 MERCEDES-BENZ OF FRE FREEHOLD NJ Assign Agent: SOM - 25
Orig Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ
Sell Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ

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

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J85X [Redacted]

Mileage: 2465 Engine Number: 11295431953801

Prod Date: 03/30/2004 Warranty Start Date: 12/31/2004

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent: [Redacted] Field Closing Date: 03/17/2005

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

Involved Information

> [Redacted] Manalapan, NJ [Redacted]
 [Redacted] Primary Residence
 [Redacted], Secondary Residence
 [Redacted], Secondary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/15/2005 09:13:56 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 2465
Warranty Start Date: 12/31/2004
Previous CA Referrals: 167896

Previous Summary Notes: 684881, 713428, 795171

[Redacted] called in demanding to speak to supervisor - writer was able to elicit information: Customer alleges that vehicle has been at dealership for past 6 days - that vehicle was brought in originally for SRS light being on, was fixed and upon picking up vehicle, SRS light came on again. He stated dealer repaired vehicle 2nd time, and all dash warning lights then came on. Customer stated dealer advised him they are waiting for a part - computer module. Customer demanded that MB pay for one month's lease payment as he has been without vehicle for 6+ days.

Open Date: 03/17/2005 22:11:03 Agent: ERIC ERDENBERGER Phone 7525 Note Type: RC
SPOM discussed case with SD Pittman. Dealer advised they fully repaired vehicle and SPOM authorized a one-half (1/2) month lease payment amount to be sent to owner as goodwill gesture.

7/16/2010

Customer Assistance Referral

CA Ref ID: 178196 Priors: No Open Date: 03/24/2005 Status: CLS Last Update: 03/29/2005

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

City: MARGATE NJ [Redacted] Corres ID: 264543

Agent: Joseph Leonardi Phone: 6255 Orig By: M Orig CD: HO Region: 1 Market: 2

Service Retailer: 51220 PRECISION CARS OF AT WEST ATLANTI NJ Assign Agent: SOM - 30

Orig Retailer: 51220 PRECISION CARS OF AT WEST ATLANTI NJ

Sell Retailer: 51220 PRECISION CARS OF AT WEST ATLANTI NJ

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J95A [Redacted]

Mileage: 4534 Engine Number: 11294931919391

Prod Date: 04/14/2003 Warranty Start Date: 11/01/2004

Close Agent: Field Closing Date: 03/29/2005

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

Grp	Fail	Major	Minor	Rsr
10	10	2	3	09

Involved Information

- > [Redacted] - Owner, [Redacted], MARGATE, NJ [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Business
- [Redacted], Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/24/2005 13:09:51

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 4534

Warranty Start Date: 11/01/2004

Previous CA Referrals:

Previous Summary Notes: 847051

Customer letter forwarded to the CAC, received by Paul Halata's office on March 21. Customer claims that since his vehicle purchase in November 2004 his vehicle has 19 down days, and alleges 17 consecutively for issues with the seatbelt and SRS system.

Customer claims vehicle is a "threat to his family" and is requesting MBUSA buyback his vehicle.

Customer states that, "prior to retaining the law firm, I am willing to resolve this matter by having Mercedes-Benz repurchase vehicle for a negotiated amount."

Customer claims he will seek legal council if his request is denied.

Writer Scanned letter and sent to SPOM.

Open Date: 03/28/2005 20:28:26

Agent: GARY COX

Phone 7123

Note Type: PC

left a message for the owner explaining I would review his file at the dealership during my visit on 3-29-05 and call him to discuss.

Open Date: 03/29/2005 21:17:14

Agent: GARY COX

Phone 7123

Note Type: RC

I talked to the owner after reviewing the file and declined to assist in a buyback of his vehicle. I specifically asked the owner if he was currently experiencing any issues and he said no. Owner stated he is uncomfortable with what he has read in Consumer Reports and wants out of his vehicle. I declined to help.

(Owner has been complaining about the seatbelt recognition beeping, dealer fist could not duplicate at 2489 miles. At 2558 miles the dealer had to perform adaptations to calibrate weight sensors. owner also complained about audio but dealer could not duplicate. At 4465 miles the dealer could not duplicate however replaced the weight sensor seat control module.)

7/16/2010

Customer Assistance Referral

CA Ref ID: 178680 Priors: No Open Date: 04/12/2005 Status: CLS Last Update: 04/21/2005

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

City: Massapequa NY [Redacted] Corres ID: [Redacted]

Agent: Christine Dingler Phone: 6361 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: 56118 MERCEDES-BENZ OF SOU SOUTHAMPTON NY
Sell Retailer: 56118 MERCEDES-BENZ OF SOU SOUTHAMPTON NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005
World VIN: WDBUF83J35X [Redacted]
Mileage: 5810 Engine Number: 11396930598062
Prod Date: 04/22/2004 Warranty Start Date: 07/30/2004

Grp	Fail	Major	Minor	Rsr
54	73	3	2	07

Close Agent: Field Closing Date: 04/21/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Massapequa, NY [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Mobile
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- > [Redacted] - Representative, [Redacted], Massapequa, NY [Redacted]
 - [Redacted], Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/12/2005 12:30:27

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 5810

Warranty Start Date: 07/30/2004

Previous CA Referrals:

Previous Summary Notes: 840913

[REDACTED] phoned the CAC on behalf of his daughter, [REDACTED] This is [REDACTED] 3rd MB.

Customer is demanding financial compensation for down time of vehicle. Vehicle has been sitting at dealer 56113 since Feb. 10th as it is undriveable due to SRS light issue. Customer advised that part had to be built for vehicle.

Writer phoned dealer parts dept who advised that part is due to arrive on April 14th, 10:30am, # 211 820 1004, Fed Ex Tracking # 701 34 589 33 30.

Open Date: 04/13/2005 15:18:40

Agent: TED ZAWACKI

Phone

Note Type: RC

SPOM reviewed with Harold King Awaiting part C66 from GLC. SPOM advised that customer will be given compensation for down time with the vehicle.

Open Date: 04/13/2005 17:05:40

Agent: Honora Duffy

Phone 6307

Note Type: PC

[REDACTED] called earlier today - she claims that "I don't feel safe in this car - with all the repairs being done, I feel that I should be given a new vehicle."

I confirmed we are currently reviewing this matter on a local level (Ted's notes were not in the Referral at the time she called) .. once this review is finalized, she will be contacted by someone to discuss our company position.

This is not sufficient for customer - I told her that she can speak to Harold King on status of review; otherwise, we have to wait for review to be finalized. Customer terminate the conversation abruptly

Open Date: 04/21/2005 13:53:04

Agent: TED ZAWACKI

Phone

Note Type: RC

SPOM 27 spoke with SPOM Steve Dennis Dealer 56113 awaiting part .

Steve Dennis spoke with Selling dealer who is working with customer on replacement vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 178839 Priors: No Open Date: 04/18/2005 Status: CLS Last Update: 05/09/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Dalton PA [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 1 Market: 2

Service Retailer: 67227 MOTORWORLD WILKES-BARRE PA Assign Agent: SOM - 24
Orig Retailer: 67227 MOTORWORLD WILKES-BARRE PA
Sell Retailer: 67227 MOTORWORLD WILKES-BARRE PA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005

World VIN: WDBUF83J45X [Redacted]

Mileage: 6000 Engine Number: 11396930601760

Prod Date: 03/19/2003 Warranty Start Date: 11/15/2004

Grp	Fail	Major	Minor	Rsr
82	10	2	3	09

Close Agent: Field Closing Date: 05/09/2005

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

Involved Information

- > [Redacted] - Owner, [Redacted], Dalton, PA [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/18/2005 09:56:06 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 6000

Warranty Start Date: 11/15/2004

Previous CA Referrals:

Previous Summary Notes:

[Redacted] claims he has brought his vehicle into the dealership four times for the seatbelt light and airbag lights being on. He claims the dealership is not able to resolve the issues, and every time he goes there with an appointment, there is some other type of mix-up so he either doesn't get a promised loaner vehicle, or they don't have parts ordered for him.

[Redacted] also claims he has not been able to activate his phone since the day he got it. He claims Verizon allegedly told him that he was given an outdated phone and they can not activate the service.

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

Open Date: 05/09/2005 10:12:54

Agent: GEORGE MCNICHOL

Phone 7124

Note Type: RC

I spoke with customer who states that his carrier will not activate V60 phone because it is not GSM. Phone is new and still in box.

I told him that Dealer will exchange phone for new one next week when he is at Dealer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 179078 Priors: No Open Date: 04/25/2005 Status: CLS Last Update: 05/04/2005

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Somerset

PA [Redacted]

Corres ID:

Agent: Andrew Dunleavy Phone: 6320 Orig By: P Orig CD: H0 Region: 1 Market: 7

Service Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA Assign Agent: SOM - 31

Orig Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA

Sell Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA

Disp Amt: Corr Fwd: Y Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J45X [Redacted]

Mileage: 7265 Engine Number: 11295431906678

Prod Date: 01/24/2004 Warranty Start Date: 10/25/2004

Grp	Fail	Major	Minor	Rsr
82	52	3	3	08

Close Agent: Field Closing Date: 05/04/2005

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

Involved Information

➤ [Redacted] - Owner, [Redacted], Somerset, PA [Redacted]
 [Redacted], Primary Residence
 [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/25/2005 10:29:08 **Agent:** Andrew Dunleavy **Phone** 6320 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 7265
Warranty Start Date: 10/25/2004
Previous CA Referrals:

Previous Summary Notes: 817305, 872300, 872855

Customer called CAC stating that he would like to know Mercedes-Benz policy on replacing vehicles with continuous repair issues. Writer advised that if any defect is found within the vehicle, we will make any repair or adjustments that are necessary under the terms of the Limited New Vehicle Warranty.

Customer alleges he feels as though he may have a "Lemon" having repairs over the course of the 6 months he has owned the vehicle = at least 5 visits for repairs on electrical components including;

- replaced Navigation system two times
- SRS replaced one time
- electrical problem with trunk

Customer alleges that he is now getting warning lights on the SRS once again.

Customer stated that he is "embarrassed, frustrated and tired of going back and forth the dealer" which is a 50 minute drive from his home.

Customer stated he already expressed these concerns with the Service Manager, however has not received a call back from anyone in one week. He is requesting assistance from a Mercedes-Benz representative to discuss returning this vehicle.

Writer advised that I will forward his concerns to the appropriate parties and invited him to call back should he wish to follow up with us, or make additional comments

Current Mileage - 7,265.

Forwarded to TL folder for NTMT and follow up.

Open Date: 04/25/2005 12:14:05 **Agent:** WES AULT **Phone** **Note Type:** RC
SPOM received case.

Open Date: 05/04/2005 10:35:40 **Agent:** WES AULT **Phone** **Note Type:** RC
Vehicle repaired. SPOM provided 3/100k ELW as a goodwill gesture. Release signed, customer happy.

7/16/2010

Customer Assistance Referral

CA Ref ID: 179438 Priors: No Open Date: 05/05/2005 Status: CLS Last Update: 05/12/2005

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence [REDACTED]
 City: Buffalo Grove IL [REDACTED] Corres ID: [REDACTED]

Agent: Miriam Clark Phone: 4699 Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22415 KNAUZ CONTINENTAL AU LAKE BLUFF IL Assign Agent: SOM - 30
 Orig Retailer: 22415 KNAUZ CONTINENTAL AU LAKE BLUFF IL
 Sell Retailer: 22415 KNAUZ CONTINENTAL AU LAKE BLUFF IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [REDACTED] Model: E500W4 2005
 World VIN: WDBUF83J85X [REDACTED]
 Mileage: 4477 Engine Number: 11396930596975
 Prod Date: 03/24/2004 Warranty Start Date: 12/02/2004

Grp	Fail	Major	Minor	Rsr
82	73	2	3	14

Close Agent: Field Closing Date: 05/12/2005
 Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- [REDACTED] - Driver, [REDACTED] Buffalo Grove, IL [REDACTED]
 [REDACTED], Primary Residence
 [REDACTED], Secondary Business
- Fluid Ing - L, [REDACTED], Buffalo Grove, IL [REDACTED]
 [REDACTED], Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/05/2005 16:23:59 Agent: Miriam Clark Phone 4699 Note Type: PC

Primary Phone: [REDACTED]
 Current Mileage: 4477
 Warranty Start Date: 12/02/2004
 Previous CA Referrals:

Previous Summary Notes:

CUSTOMER SEEKS TECH ASSISTANCE

[REDACTED] called the CAC seeking MB intervention in the repair of the vehicle....
 He alleges the vehicle has been in the shop 5 times for " the SRS light coming on"...
 He alleges that dealer repairs the same and in three days the light comes back on...He alleges that this cycle has been repeated at least 5 times..
 He alleges that dealer is well aware of his dissatisfaction and has called MB Techs before to assist....but the problem still persists...
 I advised the matter will be referred to a RM for review and assistance...

Open Date: 05/10/2005 12:22:24 **Agent:** Miriam Clark **Phone** 4699 **Note Type:** PC
Called SPOM (Cleo Gaines and left message for callback..

Open Date: 05/10/2005 12:45:11 **Agent:** Miriam Clark **Phone** 4699 **Note Type:** PC
Spoke with Brad Beer (MM) who advised Cleo has spoken with the customer and has advised him, we are not buying his vehicle back...
He stated that dealer is addressing customer's concerns along with Cleo.

Open Date: 05/12/2005 14:44:57 **Agent:** CLEO GAINES **Phone** 7424 **Note Type:** RC
The dealer repaired this vehicle for the SRS light complaint with the involvement of the TAC. The vehicle has been returned to the customer and is operating normal. As a measure of customer satisfaction, MBUSA will provide the customer with one month lease payment as a refund. The dealer will process the request and a check will be mailed to the customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 179441 Priors: Both Open Date: 05/05/2005 Status: CLS Last Update: 05/09/2005

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

City: San Marino CA [Redacted] Corres ID: [Redacted]

Agent: James Dowles Phone: 4628 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA Assign Agent: SOM - 26
Orig Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J75A [Redacted]
Mileage: 5630 Engine Number: 11294931845663
Prod Date: 01/22/2004 Warranty Start Date: 12/29/2004

Grp	Fail	Major	Minor	Rsr
54	52	2	3	16

Close Agent: Field Closing Date: 05/09/2005
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted] San Marino, CA [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/05/2005 17:19:25 Agent: James Dowles Phone 4628 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 5630
Warranty Start Date: 12/29/2004
Previous CA Referrals:

Previous Summary Notes:

[Redacted] contacted CAC seeking technical assistance with SRS system.

Customer claimed "I keep on getting this SRS light, they have replaced all different parts of the system and the light is back on and car at the dealer again, I just need some help."

Warranty history reflects multiple repairs to SRS system.

Customer seeking technical assistance.

Open Date: 05/06/2005 11:36:58 **Agent:** RON REYNOLDS **Phone** **Note Type:** PC
5/6/05 SPOM REVIEWED MATTER WITH DLR S/M ,HE WILL INVESTIAGTE WITH CS,SHOP FOREMAN AND
TAC.(RR)

Open Date: 05/09/2005 17:14:21 **Agent:** RON REYNOLDS **Phone** **Note Type:** RC
5/6/05 DEALER CONTACTED TAC (CASE # 72208) AND REC'D TECH ASSISTANCE.CONCERN RESOLVED.(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 179482 Priors: No Open Date: 05/06/2005 Status: CLS Last Update: 06/07/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Morton Grove IL [Redacted] Corres ID:

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL Assign Agent: SOM - 30
Orig Retailer: 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL
Sell Retailer: 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J85X [Redacted]
Mileage: 4404 Engine Number: 11295431899216
Prod Date: 04/02/2004 Warranty Start Date: 09/30/2004

Grp	Fail	Major	Minor	Rsr
82	73	3	3	08

Close Agent: Field Closing Date: 06/07/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Morton Grove, IL [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Mobile
- [Redacted] Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/06/2005 17:34:22 Agent: Nicole Shababb Phone 4619 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 4 404
Warranty Start Date: 09/30/2004

Customer, [Redacted], contacted the CAC alleging her vehicle has been to dealer 22409 twice for repairs to the SRS system. Customer now claims the SRS light is currently illuminated in her vehicle.

Customer alleging dealer 22409 has attempted to repair her vehicle twice, without success, and is demanding MBUSA intervention.

* Warranty history verifies vehicle has been to dealer 22409 on 03/25/05 and 04/02/05 for repairs related to the SRS system.

Open Date: 06/07/2005 11:56:16 Agent: CLEO GAINES Phone 7424 Note Type: RC

The dealer completed the repair to the SRS complaint and resolved the issue. The vehicle is repaired and is operating normal.

7/16/2010

Customer Assistance Referral

CA Ref ID: 179745 Priors: No Open Date: 05/13/2005 Status: CLS Last Update: 06/06/2005

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

City: Los Angeles CA [Redacted] Corres ID:

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 23
Orig Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA
Sell Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J55A [Redacted]

Mileage: 5000 Engine Number: 11396730602550

Prod Date: 03/09/2004 Warranty Start Date: 10/11/2004

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

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

Grp	Fail	Major	Minor	Rsr
82	52	2	3	08

Involved Information

> [Redacted], [Redacted], Los Angeles, CA [Redacted]
 [Redacted], Primary Mobile
 [Redacted], Secondary Residence
 [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/13/2005 18:20:05 Agent: John Hart Phone 4669 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 5000
Warranty Start Date: 10/11/2004
Previous CA Referrals:

Previous Summary Notes:

Vahe Bagasian phoned the CAC alleging this is the 4th time the above referenced vehicle is at the dealer for SRS malfunctions. Customer claims "the dealer is unsure about the diagnosis and may need to replaced the air bags. IF I am in an accident and the air bags do not pop, this is going to be a major lawsuit".

"I do not want this car anymore and do not feel safe in it".

Writer advised customer we will review and document concerns, please allow several business days for contact to occur.

CC: Y. Chang, Les Korngold

Open Date: 05/16/2005 16:59:09 **Agent:** John Hart **Phone** 4669 **Note Type:** PC
Writer received voice mail from customer seeking contact.

Writer returned call leaving a message.

Open Date: 05/16/2005 20:52:18 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SM provided SPOM with preliminary repair history. SPOM to ask SM to prepare a chrono.

3/17 – 3/18 – 4,323 miles – spiral ring
3/31 – 4/6 – 4,885 miles – air bag tensionor
4/8 – 4/8 – 4,972 miles – spiral ring

1st, repair the car went 562 miles before SRS light came on and the 3rd, repair the car went 87 miles...

Open Date: 05/20/2005 15:25:55 **Agent:** Gregg Mault **Phone** 6350 **Note Type:** PC
Customer called stating he has not heard from dealer in reference to above issue. Customer expecting a call from dealer ASAP.

Open Date: 05/27/2005 12:48:12 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC
[REDACTED] phoned the CAC stating again that he no longer wants this vehicle, does not feel safe in it.

Customer also alleges that dealer manager has not gotten in touch with customer.

Writer will send e-mail to SPOM.

Open Date: 05/27/2005 12:49:58 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC
Writer e-mailed SPOM.

Open Date: 05/27/2005 13:04:43 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Customer called again - writer explained that his issue will be addressed.

Open Date: 05/27/2005 14:42:11 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM called customer and spoke to someone else. SPOM to call back in about 10 mins as requested by person on the phone. SPOM has reviewed customers history with TS and will repurchase vehicle.

Open Date: 05/27/2005 15:02:27 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM spoke to customer and offered to repurchase vehicle. Customer accepted, but no longer wants an E500 as he does not feel safe. Customer would like an E55 at a "fair" price. SPOM advised customer that E55 is a niche car and would ask the GSM at 05758 to call him.

Open Date: 05/30/2005 19:20:27 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM received fax from customer, but it's too faint to read. SPOM to contact customer to request a copy be left with dealer 05758.

Open Date: 05/31/2005 22:56:31 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
Customer to drop copy of sales contract off at 05758 on 6/1/05

Open Date: 06/06/2005 14:14:02 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC
SPOM contacted customer and confirmed restitution amounts. Customer verbally agreed. SPOM submitted into Netstar for repurchase. No further action required.

7/16/2010

Customer Assistance Referral

CA Ref ID: 179786 Priors: No Open Date: 05/16/2005 Status: CLS Last Update: 06/02/2005

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

City: Wesley Chapel FL [Redacted] Corres ID: 268739

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 2 Market: 5

Service Retailer: 14316 MERCEDES-BENZ OF TAM TAMPA FL Assign Agent: SOM - 26
Orig Retailer: 14316 MERCEDES-BENZ OF TAM TAMPA FL
Sell Retailer: 14316 MERCEDES-BENZ OF TAM TAMPA FL

Disp Amt: [Redacted] Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J65A [Redacted]

Mileage: 13570 Engine Number: 11294931916678

Prod Date: 04/30/2004 Warranty Start Date: 11/20/2004

Close Agent: [Redacted] Field Closing Date: 06/02/2005

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

Grp	Fail	Major	Minor	Rsr
68	73	2	3	14

Involved Information

> [Redacted] - Owner, [Redacted] Wesley Chapel, FL [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/16/2005 17:56:29 Agent: John Hart Phone 4669 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 13570

Warranty Start Date: 11/20/2004

Previous CA Referrals:

Previous Summary Notes:

Writer received Florida Motor Vehicle Defect Notification from Eddy Diaz on May 16, 2005. Customer alleges "3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of concerns are " SRS airbag malfunction, light comes on and message appears to drive vehicle to workshop immediately, trunk light on and beeps open".

CC: Mark Kelly, Mccallum

E-mail sent to SPOM for mailgram to be completed.

Open Date: 05/16/2005 18:10:58 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Please see referral # 179786 , [REDACTED] sent us a Vehicle Defect Notification (FL).

The following letter will be sent to customer. Can you please provide us (within 24 hours) with the pertinent information (bolded text) so we may update the letter and send it out.

Thank you in advance for your attention to this matter.

This will acknowledge receipt of your Motor Vehicle Defect Notification on May 16, 2005.

You are hereby directed to bring your vehicle to DEALERSHIP on DATE at TIME for a Manufacturer's Final Repair Attempt. Upon your arrival at DEALERSHIP Service Department, please ask to meet with MERCEDE-BENZ REPRESENTATIVE/NAME.

If you are unable to keep this appointment, please contact REPRESENTATIVE/NAME at PHONE NUMBER to reschedule.

We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.

Open Date: 05/17/2005 10:52:17 **Agent:** ALAN BAKER **Phone** **Note Type:** PC

Retrieved for review and forwarded to dealer SM for comment.

Open Date: 05/17/2005 15:29:47

Agent: John Hart

Phone 4669

Note Type: PC

Mailgram updated from SPOM:

John - See changes to letter below.

Mike - Please set an appointment and reserve a loaner vehicle.

Regards,

Alan Baker
Service & Parts Operations Manager
Mercedes-Benz USA, LLC
8813 Western Way
Jacksonville, FL 32256

800-225-6262 ext 7221 Voicemail
813-689-2326 Fax

John Hart
05/16/2005 06:00 PM

To: Mark Kelly/171/DCAG/DCX@WK-COOP, Patrick Mccallum/171/DCAG/DCX@WK-COOP
cc: Alan Baker/171/DCAG/DCX@WK-COOP
Subject: Motor Vehicle Defect Notification
Case 179786- Mailgram requested

Please see referral # 179786 [REDACTED] sent us a Vehicle Defect Notification (FL).

The following letter will be sent to customer. Can you please provide us (within 24 hours) with the pertinent information (bolded text) so we may update the letter and send it out.

Thank you in advance for your attention to this matter.

This will acknowledge receipt of your Motor Vehicle Defect Notification on May 16, 2005.

You are hereby directed to bring your vehicle to Mercedes-Benz of Tampa on Tuesday, May 24 at 10:00am for a Manufacturer's Final Repair Attempt. Upon your arrival at Mercedes-Benz of Tampa Service Department, please ask to meet with the Mercedes-Benz USA, LLC representative Alan Baker or the dealership service manager Mike Lawson.

If you are unable to keep this appointment, please contact Alan Baker at 800 225-6262 ext 7221 to reschedule.

We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.

Primary Phone: 813-383-8589
Current Mileage: 13570
Warranty Start Date: 11/20/2004
Previous CA Referrals:

Previous Summary Notes:

Writer received Florida Motor Vehicle Defect Notification from [REDACTED] on May 16, 2005. Customer alleges "3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of concerns are " SRS airbag malfunction, light comes on and message appears to drive vehicle to workshop immediately, trunk light on and beeps open".

CC: Mark Kelly, Mccallum
E-mail sent to SPOM for mailgram to be completed.

Regards,
John M. Hart
Customer Relations Liaison
Mercedes-Benz USA, LLC
1-800-FOR-MERCEdes (800-367-6372) X 4669
Tel: 201-505-4669
Fax: 201-476-6213
HartJ@MBUSA.com

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Open Date: 05/20/2005 09:18:43 **Agent:** ALAN BAKER **Phone** **Note Type:** PC

5/19 Morning - Owner phoned dealer SM to report he would be unable to make appointment set but instead preferred to bring it to the dealer that day. Writer was at dealer so agreed set appointment for 2pm that afternoon. Owner did not arrive for appointment.

3pm - SA phoned owner to inquire of status and was told he could not arrive before tomorrow morning.

Open Date: 05/24/2005 11:17:44 **Agent:** ALAN BAKER **Phone** **Note Type:** RC

Owner arrived at dealer and met writer for FRA appointment. Owner requested we repair the following complaints:

1. SRS warning mil on (V)
2. ACC blower intermittent inop, must cycle key to fix (NV)
3. Sunshade inop (V)
4. Trunk open warning mil intermittent on (NV)

Vehicle remanded to the shop foreman for inspection and diagnosis.

Open Date: 06/02/2005 12:05:56 **Agent:** ALAN BAKER **Phone** **Note Type:** RC

6/2/05 Vehicle repaired and ready for return to customer.

1. SRS - airbag and control unit replaced
2. ACC - control unit replaced
3. Sunshade - recoded computer
4. Trunk open - recoded computer

7/16/2010

Customer Assistance Referral

CA Ref ID: 179893 Priors: Both Open Date: 05/19/2005 Status: CLS Last Update: 06/06/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: San Marino CA [Redacted] Corres ID: 268944

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA Assign Agent: SOM - 26
Orig Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J75A [Redacted]

Mileage: 5630 Engine Number: 11294931845663

Prod Date: 01/22/2004 Warranty Start Date: 12/29/2004

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

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

Grp	Fail	Major	Minor	Rsr
54	73	2	3	08

Involved Information

- > [Redacted] - Owner, [Redacted], San Marino, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/19/2005 14:33:42

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 5630

Warranty Start Date: 12/29/2004

Previous CA Referrals: 179441

Previous Summary Notes: 880517

Writer received correspondence 268944 from customer Danny Huang alleging that the SRS warning light remains outstanding and "came back on May 12, 2005, two days after my most recent visit".

The following information is quoted verbatim per customers letter:

"I am writing this letter to express my consideration that the vehicle is a lemon vehicle under California's Lemon Law Presumptions...."

"Therefore I would like to request a replacement vehicle under the provisions and guidelines of the California Lemon Law. And this letter will service as a formal request for a replacement vehicle".

CC: Y. Chang of MBUSA Legal and RSPM Les Korngold

Open Date: 05/20/2005 12:30:16

Agent: RON REYNOLDS

Phone

Note Type: PC

5/20/05 SPOM DISCUSSED MATTER WITH DLR S/M AND REQUESTED SHOP FOREMAN INVESTIGATE LATEST SRS COMPLAINT.SPOM WILL REVIEW REPAIR HISTORY.(RR)

Open Date: 06/06/2005 17:27:52

Agent: RON REYNOLDS

Phone

Note Type: RC

6/6/05,TS ASSISTED DEALER WITH REPAIR OF SRS,CS GIVEN LEASE PAYMENT AND MAINTENEANCE PLAN AS GOODWILL.(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 180079 Priors: No Open Date: 05/25/2005 Status: CLS Last Update: 06/06/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Belmont CA [Redacted] Corres ID:

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 6 Market: 1

Service Retailer: 00666 SAN FRAN RGN Assign Agent: SOM - 23

Orig Retailer: 05137 BESHOFF MOTORCARS SAN JOSE CA

Sell Retailer: 05137 BESHOFF MOTORCARS SAN JOSE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X16A [Redacted]

Mileage: 600 Engine Number: 11396730663255

Prod Date: 01/21/2003 Warranty Start Date: 03/30/2005

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

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

Grp	Fail	Major	Minor	Rsr
54	S3	2	3	16

Involved Information

➤ [Redacted], Belmont, CA [Redacted]
 [Redacted], Primary Residence
 [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/25/2005 19:30:39 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC

Primary Phone: [REDACTED] (mobile)

Current Mileage: 600

Warranty Start Date: 03/30/2005

Previous Summary Notes: 867837, 871854, 883811

Customer, [REDACTED], called the CAC alleging she was involved in an accident on 05/13/05 and her vehicle's airbags allegedly did not deploy.

Customer claims at 4:00 pm on 05/13/05 a vehicle (allegedly driven by a couple that was testing driving a Mercedes-Benz through dealer 05765) cut her off and caused her to crash into their vehicle's rear bumper.

Customer claims she was wearing her seatbelt and was the only occupant in the vehicle at the time of the incident. Customer claims she suffered a broken neck, fractured skull, broken left hand, and bruised ribs, as a result of the collision.

Customer advised there is a police report and once she obtains a copy she will fax it to the CAC.

Vehicle is currently located at:
Superior Collision (650) 593-1019 contact person - Maha
956 Branston Rd.
San Carlos, CA 94070

Customer advised that Tele-Aid "was amazing, the person I spoke to was so calm and helpful and they made sure the fire department was on the scene in two minutes and they had my family there in three minutes!".

Customer goes on to state, "this vehicle saved my life, I will never buy anything other than Benz, and I will make sure they are all equipped with the Tele-Aid system".

Customer is requesting MBUSA inspect the vehicle to verify if the airbags should have deployed. Customer also alleging her contact person at dealer 05765, Larry, advised her that it may take anywhere from one to six months to receive all of the parts needed to repair her vehicle. Customer is requesting MBUSA intervene in order to obtain parts needed as quickly as possible and exclaimed, "I just want my car back, I love it so much!!" Customers alleges her vehicle was diagnosed as needing \$45,000 in repairs and claims she is surprised her insurance company did not "total it."

Customer did not have her insurance information available and advised she would callback with the claim number and a contact name.

cc: Frank Berenz, Gary Bowne, Gina Cila, Tom Brunner, Jill Houseworth, and Ken Fletcher.

Open Date: 05/25/2005 21:11:17 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

SPOM e-mailed Gary Bowne, Mario Haro, and Joe Ginski and requested the Gary dispatch a technical specialist to inspect this vehicle.

Open Date: 05/31/2005 13:45:08 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

SPOM received the following e-mail from Mario Haro to Joe Ginski.

Joe,

Please schedule for inspection and notify all parties as to when this will be performed.

Notify SPOM Kenneth Fletcher and all parties when completing the inspection.

Please complete the attached tracking tool and reply back.

Open Date: 06/06/2005 22:27:07 **Agent:** kenneth fletcher **Phone** **Note Type:** RC

SPOM received a voicemail from Technical Specialist, Joe Ginski, explaining that the vehicle performed as designed. The vehicle was struck in more than one area.

7/16/2010

Customer Assistance Referral

CA Ref ID: 180805 Priors: No Open Date: 06/16/2005 Status: CLS Last Update: 06/27/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Northfield IL [Redacted] Corres ID:

Agent: Phone: Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22420 AUTOHAUS ON EDENS, L NORTHBROOK IL Assign Agent: SOM - 30
Orig Retailer: 22420 AUTOHAUS ON EDENS, L NORTHBROOK IL
Sell Retailer: 22420 AUTOHAUS ON EDENS, L NORTHBROOK IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005
World VIN: WDBUF83J45X [Redacted]
Mileage: 4005 Engine Number: 11396930602238
Prod Date: 02/16/2004 Warranty Start Date: 12/17/2004

Grp	Fail	Major	Minor	Rsr
27	04	2	3	16

Close Agent: Field Closing Date: 06/27/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted] Northfield, IL [Redacted]
[Redacted], Primary Business
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/16/2005 15:11:09

Agent: Anthony Turturiello

Phone

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 4005

Warranty Start Date: 12/17/2004

Previous CA Referrals:

Previous Summary Notes:

Dedup function is inoperative.

Technical assistance requested and referral generated since warranty history demonstrates customer's complaints.

[REDACTED] called claiming that he took his vehicle to dealer 22420 for the 1,000 mile check up and everything was fine, however at the 3,000 mile checkup the vehicle had to have the SRS system checked since he claims the light appeared and then the radiator tube replaced since it was leaking.

The customer alleges that the vehicle also shifted into neutral while customer was driving and so customer coasted off to the side of the road. The customer claims that he shifted the vehicle up in order to get into a higher gear. The customer then claimed that this issue occurred for another 3 times even though the vehicle has been inspected by the dealer.

The customer claims that the electronic box control for the transmission has been replaced twice. The customer alleges that the vehicle seems ok, however he does not feel safe to travel this summer. The customer would like his vehicle to be replaced or refunded.

Writer advised customer that his issue would be documented and forwarded to the appropriate parties for review. AT

cc: Mark Kelly

Open Date: 06/27/2005 13:06:08

Agent: CLEO GAINES

Phone 7424

Note Type: RC

The dealer repaired the transmission issue for the vehicle and the vehicle experienced a SRS light issue which was resolved by the dealer. The customer wants MBUSA to repurchase/trade him out of the vehicle. The request to repurchase was denied. However with the input from the dealer, MBUSA will provide the customer with one lease payment reimbursement for the troubles with the vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 180861 Priors: No Open Date: 06/19/2005 Status: CLS Last Update: 06/21/2005

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

City: Stoughton MA [Redacted] Corres ID:

Agent: Mark Sluscavage Phone: 6234 Orig By: P Orig CD: HO Region: 1 Market: 3

Service Retailer: 36132 MERCEDES-BENZ OF WES WESTWOOD MA Assign Agent: SOM - 46
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: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X86A [Redacted]

Mileage: 2925 Engine Number: 11396730668331

Prod Date: 05/06/2003 Warranty Start Date: 04/24/2005

Grp	Fail	Major	Minor	Rsr
82	73	2	3	08

Close Agent: Field Closing Date: 06/21/2005

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

Involved Information

> [Redacted] - Owner, [Redacted] Stoughton, MA [Redacted]
[Redacted] Primary Residence
[Redacted], Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 06/19/2005 19:51:14 Agent: Mark Sluscavage Phone 6234 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 2,925

Warranty Start Date: 04/24/2005

Previous CA Referrals:

Previous Summary Notes:

[Redacted] phoned the CAC requesting technical assistance for his vehicle.

Customer claimed the vehicle had been in to MB of Westwood three times for repairs to the headlights for a combined total of five days.

Customer claims the SRS light has come on.

Customer claims "I think this is a lemon, and I want to just bring it back to the dealer and leave it there."

Vehicle is being towed to MB of Westwood and will be there Monday 6/20.

Customer is seeking technical assistance from MBUSA to repair the vehicle.

Open Date: 06/20/2005 14:35:10 **Agent:** Patricia Murdy **Phone** 6394 **Note Type:** PC

Customer contacted the CAC stating he wanted to make a complaint about the vehicle. Customer stated that the car was towed to the dealer last night when he was out to dinner for his wife's birthday. Customer stated he is extremely frustrated. He stated his wife does not have a vehicle right now and missed work today.

Writer advised customer that the rep he spoke with yesterday has opened this up to the regional manager for review. Writer advised customer that this process does take several business days.

Open Date: 06/20/2005 21:05:45 **Agent:** JIM MCINTOSH **Phone** **Note Type:** RC

Writer received case.

Open Date: 06/21/2005 22:13:57 **Agent:** JIM MCINTOSH **Phone** **Note Type:** RC

Writer reviewed with 36132 SM Bob Joyce who reports that the headlight issue was previously resolved and that this complaint had to do with an SRS warning light. The dealer has replaced the "clock Spring" and the customer now has the vehicle back in his possession.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181190 Priors: No Open Date: 06/28/2005 Status: CLS Last Update: 07/05/2005

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

City: Cliffside Park, NJ [Redacted] Corres ID: [Redacted]

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

Service Retailer: 51142 BENZEL - BUSCH MOTOR ENGLEWOOD NJ Assign Agent: SOM - 28
 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: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J85A [Redacted]

Mileage: 4500 Engine Number: 11294931857805

Prod Date: 12/12/2003 Warranty Start Date: 10/30/2004

Grp	Fail	Major	Minor	Rsr
10	10	3	3	08

Close Agent: Field Closing Date: 07/05/2005

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

Involved Information

- > [Redacted], Cliffside Park, NJ [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Business
- > [Redacted] - Driver, [Redacted], Cliffside Park, NJ [Redacted]
 - [Redacted] Primary Mobile
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/28/2005 13:15:50 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: [Redacted]
 Current Mileage: 4500
 Warranty Start Date: 10/30/2004
 Previous CA Referrals:

Previous Summary Notes:

Richard Gaito called in and alleged poor repair history of vehicle since purchase (warranty confirms multiple repairs). Customer stated vehicle last just in for 2 weeks of repair to transmission and pump, that it was picked up 6/27 and now SRS light is on. Customer stated he is dropping vehicle off today at dealership, he requested replacement vehicle.

Open Date: 06/28/2005 15:19:35 **Agent:** MIKE WILLARD **Phone** **Note Type:** PC
Vehicle has had 28 down days with transmission problems, horn inoperative (fix still pending?) and now SRS problem.
Craig Fusco
from dealer will check with sales if an offer can be worked out.

Open Date: 07/05/2005 10:32:48 **Agent:** MIKE WILLARD **Phone** **Note Type:** RC
Offer was worked out and customer did get into another vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181227 Priors: Both Open Date: 06/29/2005 Status: CLS Last Update: 07/01/2005

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

City: Scarsdale NY [Redacted] Corres ID: 272122

Agent: Arnold Almaguer Phone: 4621 Orig By: E Orig CD: HO Region: 5 Market: 5

Service Retailer: 09103 MERCEDES-BENZ OF GRE GREENWICH CT Assign Agent: SOM - 26
Orig Retailer: 09103 MERCEDES-BENZ OF GRE GREENWICH CT
Sell Retailer: 09103 MERCEDES-BENZ OF GRE GREENWICH CT

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J75X [Redacted]

Mileage: 3790 Engine Number: 11295431869282

Prod Date: 02/18/2004 Warranty Start Date: 11/30/2004

Close Agent: Field Closing Date: 07/01/2005

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

Grp	Fail	Major	Minor	Rsr
10	S3	2	3	14

Involved Information

> [Redacted] Scarsdale, NY [Redacted]
 [Redacted], Secondary Business
 [Redacted], Secondary Residence
 [Redacted], Secondary Business
 [Redacted], Secondary Mobile
 [Redacted], Secondary Business
 [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/29/2005 10:06:54 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

bPrimary Phone: [REDACTED]
Current Mileage: 3790
Warranty Start Date: 11/30/2004
Previous CA Referrals: 176877

Previous Summary Notes: 474514, 820908, 831395, 886953

Writer generated referral based on Service and Parts Operations Manager, Garret Wetterauw, contact to the CAC.

According to the Garret Wetterauw, SPOM, MB of Greenwich Sales Representative Paul De Rosa presented him with the a letter (copy of letter scanned) which customer requested an investigation of an alleged non-airbag deployment when vehicle was involved in an accident. Vehicle is at MB of Greenwich. Paul De Rosa (Sales Rep.) advised that the customer was extricated from the vehicle and was taken to the hospital by ambulance for back injuries.

Garret Wetterauw inspected the vehicle. When Mr. Wetterauw activated the ignition, he observed that the SRS light on instrument panel came on and then went off indicating the SRS system is operating properly. The dealer checked the vehicle with the SDS Diagnosis Assistance System. All values relating to the SRS system are within specification. Copies of the repair order, insurance estimate and SDS values have been scanned.

SPOM emailed digital photos to Ellen Bie (CAC supervisor), Frank Berenz (Legal) and Gary Bowne (Product Analysis). Perhaps

The customer did not provide an accident report. Parts & Service Director Pat Devlin is trying to get a copy from the customer and he will fax it to you and Gary as soon as he receives it.

Writer emailed Gary Bowne, T. Brunner, R. Cila and Frank Berenz.

Open Date: 07/01/2005 16:46:48 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

Pat Devlin, the Service Manager, sent a copy of the police report to the CAC. Corres. No. 272332 dated 6/30/05 and received by writer on 7/1/05.

Writer scanned document and sent it to G. Bowne and F. Berenz.

Open Date: 07/01/2005 20:40:35 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC

Frank Berenz to respond to customer's letter,

7/16/2010

Customer Assistance Referral

CA Ref ID: 181466 Priors: Both Open Date: 07/07/2005 Status: CLS Last Update: 07/26/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Trabuco Canyon CA [Redacted] Corres ID:

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA Assign Agent: SOM - 25
Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2005

World VIN: WDBUF76J65A [Redacted]

Mileage: 10800 Engine Number: 11399060036883

Prod Date: 10/17/2003 Warranty Start Date: 12/31/2004

Close Agent: Field Closing Date: 07/26/2005

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

Grp	Fail	Major	Minor	Rsr
68	73	1	3	05

Involved Information

- > [Redacted] - Owner, [Redacted], Trabuco Canyon, CA [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/07/2005 17:18:56

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 10800

Warranty Start Date: 12/31/2004

Previous CA Referrals:

Previous Summary Notes:

Customer contacted the CAC in reference to his 2005 E55. Customer claims that his vehicle has been to the dealership 3 times for an issue with the SRS light.

He states that the light is on again and the vehicle needs to go back a 4th time for this issue.

Writer apologized and offered him technical assistance to his dealership in order to resolve his issue. Customer states that it was not good enough and stated that he will get an attorney.

Writer offered customer a flat bed and informed him that MBUSA does not recommend he drive the vehicle with the light on.

Customer stated it was ok and said he will just get his attorney involved.

CC Y. Chang

Open Date: 07/08/2005 10:47:28

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: PC

Request made of SM to provide all pertinent information and recommendations for resolution. Follow-up to continue.

Open Date: 07/25/2005 13:45:15

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: PC

Vehicle being serviced at Penske - waiting for update. Follow-up to continue.

Open Date: 07/26/2005 13:16:03

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: RC

As per email from Penske - vehicle has been repaired. SPOM will close this matter with no further action by MBUSA at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181720 Priors: No Open Date: 07/14/2005 Status: CLS Last Update: 08/01/2005

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

City: Springfield IL [Redacted] Corres ID:

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

Service Retailer: 22470 ISRINGHAUSEN IMPORTS SPRINGFIELD IL Assign Agent: SOM - 23

Orig Retailer: 22470 ISRINGHAUSEN IMPORTS SPRINGFIELD IL

Sell Retailer: 22470 ISRINGHAUSEN IMPORTS SPRINGFIELD IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J95A [Redacted]

Mileage: 6700 Engine Number: 11294931920335

Prod Date: 04/14/2003 Warranty Start Date: 11/01/2004

Grp	Fail	Major	Minor	Rsr
10	10	3	3	08

Close Agent: Field Closing Date: 08/01/2005

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

Involved Information

- > [Redacted] - Owner, [Redacted], Springfield, IL [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/14/2005 18:24:43 Agent: James Dowles Phone 4628 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 6700

Warranty Start Date: 11/01/2004

Previous CA Referrals:

Previous Summary Notes: 873005, 887546

FASTRACC will not allow writer to dedup/ expire address.

[Redacted] contacted CAC seeking technical assistance with alleged SRS related concerns.

Customer claimed "I've had that SRS light on so many times, its back on again and I'm fed up, I need this fixed."

Warranty history reflects multiple concerns with SRS related system.

Customer seeking technical assistance

Open Date: 07/14/2005 18:43:29 Agent: James Dowles Phone 4628 Note Type: PC

Writer advised customer not to drive vehicle. Customer declined RAP service for tow of vehicle.

Open Date: 07/15/2005 10:21:24 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Customer contacted the CAC for an updated and claims he will be continuing to call the CAC because he is frustrated. Someone needs to make a decision what will be done. Customer is seeking a replacement vehicle.

Writer advised we will document concerns and please allow several business days for the file to be reviewed as it was only opened yesterday.

Open Date: 07/18/2005 08:50:23 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Customer left a V/M for the CAC looking for an update on his concern with his vehicle; customer indicates that he is looking to get out of his vehicle.

Open Date: 07/25/2005 07:03:08 **Agent:** SCOTT HICKAM **Phone** **Note Type:** PC

Spom has contacted the dealer regarding the status of the part for the customers vehicle.
Customer should contact Dave Goone or Geoff Isringhausen regarding any further details of his vehicle.
Spom has several discussions regard ing the customers vehicle with these individuals.

Open Date: 07/27/2005 16:58:09 **Agent:** Anthony Turturiello **Phone** **Note Type:** PC

██████████ called regarding the status of his issue. Writer advised customer to speak with either Dave Goone or Geoff Isringhausen at the dealer regarding any updates. AT

Open Date: 08/01/2005 12:18:10 **Agent:** SCOTT HICKAM **Phone** **Note Type:** RC

Dealer has contacted the customer regarding his vehicle service history and parts availability.
In the interest of customer satisfaction MBUSA will assist the customer into a replacement vehicle. MBUSA will assist with \$8000 in contribution.
Dealer is in process of locating a replacement vehicle for the customer.
No further action necessary.

Customer Assistance Referral

CA Ref ID: 181760 Priors: No Open Date: 07/15/2005 Status: CLS Last Update: 07/29/2005

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

City: Jersey City NJ [Redacted] Corres ID:

Agent: Miriam Clark Phone: 4699 Orig By: P Orig CD: HO Region: 5 Market: 4

Service Retailer: 51126 MERCEDES-BENZ OF FRE FREEHOLD NJ Assign Agent: SOM - 25
 Orig Retailer: 51126 MERCEDES-BENZ OF FRE FREEHOLD NJ
 Sell Retailer: 51126 MERCEDES-BENZ OF FRE FREEHOLD NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2005
 World VIN: WDBUF76J25A [Redacted]
 Mileage: 15000 Engine Number: 11399060036094
 Prod Date: 01/15/2004 Warranty Start Date: 11/24/2004

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent: Field Closing Date: 07/29/2005
 Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 07/15/2005 18:28:32

Agent: Miriam Clark

Phone 4699

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 15000

Warranty Start Date: 11/24/2004

Previous CA Referrals:

Previous Summary Notes:

CUSTOMER SEEKS TECH ASSISTANCE

[REDACTED] called the CAC alleging that he has taken the vehicle to the dealer for the following reasons more than twice: seat belt chimes come on when he turns the ignition...airbags sign does not come off...(3 times since purchase and still not fixed) .

He alleges that now they are replacing the shocks again and the easy entry feature did not work...

Customer stated that the vehicle was in the shop for 50 days...collectively...

Customer stated that if dealer cannot fix it he would like the vehicle replaced...

CC: Anthony Zepf

Open Date: 07/18/2005 11:59:26

Agent: ERIC ERDENBERGER

Phone 7525

Note Type: PC

SPOM sent the following email to SD Pittman:

Roger-

Pls advise if you need any additional tech assistance on this one.

thanks,

EE

Open Date: 07/29/2005 13:59:50

Agent: ERIC ERDENBERGER

Phone 7525

Note Type: RC

SPOM advised by SD Pittman that vehicle fully repaired and returned to customer. SPOM closed case today.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181769 Priors: No Open Date: 07/18/2005 Status: CLS Last Update: 07/25/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hialeah FL [Redacted] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 00222 JACKSONVILLE RGN Assign Agent: SOM - 28

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

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J85A [Redacted]

Mileage: 3534 Engine Number: 11294931935006

Prod Date: 01/22/2004 Warranty Start Date: 12/29/2004

Grp	Fail	Major	Minor	Rsr
68	10	2	3	03

Close Agent: Field Closing Date: 07/25/2005

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

Involved Information

➤ [Redacted] - Owner, [Redacted] Hialeah, FL [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/18/2005 10:28:13 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 3534

Warranty Start Date: 12/29/2004

Previous CA Referrals:

Previous Summary Notes: 825532

Customer called claiming that her driver side air bag deployed on its own, without any impact.

Customer claims that she was driving home on Saturday morning (12:30 am) when the driver air bag deployed. Customer claims that she was not injured and drove the car home. Customer requested that the vehicle be towed to Pembroke Pines (14123) - writer transferred her to RAP to arrange tow.

Copy of referral sent to Product Analysis (GB,GC,TB) and Legal (FB).

Open Date: 07/21/2005 16:11:12 Agent: ANDREW KAMBICH Phone Note Type: PC

Spom inspected on 07-19-05, TS inspected on 07-20-05. Noted damage to left front and left rear wheel and tires. Also noted impact bruise below L/F door. Spom will contact client to review. Please do not discuss about with client prior to spom/client contact.

Open Date: 07/25/2005 13:56:51

Agent: ANDREW KAMBICH

Phone

Note Type: RC

Spom spoke with client on 07-22-05 to review. Advised client that vehicle had been inspected. Client states that she was exiting the highway when the airbags deployed. Client further alleges that she did not hit anything or anybody. Spom reviewed damage to wheels and tires, as per above, with client. Client states that she was unaware of damage and states that she did not hit anything. Spom advised client that MB would make repairs as needed under the terms of the warranty. Client appreciates MB contact. Vehicle is currently under going repairs.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181819 Priors: No Open Date: 07/19/2005 Status: CLS Last Update: 09/14/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: San Rafael CA [Redacted] Corres ID: 273592

Agent: Joseph Leonardi Phone: 6255 Orig By: M Orig CD: HO Region: 6 Market: 4

Service Retailer: 05614 R. A. B. MOTORS, INC SAN RAFAEL CA Assign Agent: SOM - 23

Orig Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISCO CA

Sell Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISCO CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110761A [Redacted] Model: E55 2005

World VIN: WDBUF76J05A [Redacted]

Mileage: 13740 Engine Number: 11399060036889

Prod Date: 03/12/2004 Warranty Start Date: 01/11/2005

Close Agent: Field Closing Date: 09/14/2005

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

Grp	Fail	Major	Minor	Rsr
82	28	3	3	08

Involved Information

- > [Redacted] San Rafael, CA [Redacted]
- [Redacted], Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/19/2005 09:02:43 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 13740

Warranty Start Date: 01/11/2005

Previous CA Referrals:

Previous Summary Notes:

Customer wrote letter to the CAC regarding his 2005 E55. He alleges that since his purchase in January 2005 his vehicle has been back to the dealership 10 times for numerous electrical issues.

He claims that his vehicle has been to the dealership 3 times for the SRS system, and stereo system which he states are still unresolved.

Customer believes that he is entitled to a new vehicle under the California Lemon Law and that is what he is requesting.

CC: Janet Charles

Letter Scanned and sent to SPOM

Open Date: 07/19/2005 11:26:44 **Agent:** kenneth fletcher **Phone** **Note Type:** PC
SPOM e-mailed the Assistant Service Manager and requested that he send the SPOM a chronology. (Service Manager is on vacation.)

Open Date: 08/03/2005 17:20:08 **Agent:** kenneth fletcher **Phone** **Note Type:** PC
SPOM spoke with Technical Specialist, Joe Ganske. Joe advised the SPOM that the software update for the command system will be available at the end of August.

The Technical Specialist also advised the SPOM that there is a control module and recalibration repair available for repairing the customer's right front seat alarm/chime issue.

Open Date: 08/03/2005 17:27:39 **Agent:** kenneth fletcher **Phone** **Note Type:** PC
SPOM spoke with the Service Manager and Assistant Service Manager. SPOM requested and the Assistant Service Manager agreed to call the customer to get him into the dealer for inspection.

SPOM also advised both Managers of the updated information for right front seat alarm concern.

Open Date: 08/11/2005 19:41:08 **Agent:** kenneth fletcher **Phone** **Note Type:** PC
SPOM received the following e-mail from the assistant service manager.

I did call him back, at your request, and asked him to be patient and wait until the end of August for the COMAND software update to come in. If after flashing the COMAND everything works well I let him know, as you said, that MBUSA would do something nice for him, like a 1 year warranty extension or a lease/months payment or something from the accessory catalogue. If the software is not available by the end of August then MBUSA would pursue a different avenue and possibly consider getting him out of the car and into another. I have not heard back from him as he is out of town, not sure when he is due back.

Open Date: 08/18/2005 01:30:16 **Agent:** kenneth fletcher **Phone** **Note Type:** PC
SPOM e-mailed TS, Jim Becker to see if the command software update will be available this month or next month.

Open Date: 08/22/2005 16:31:58

Agent: kenneth fletcher

Phone

Note Type: PC

SPOM received the following e-mails from the TAC and Engineering regarding this customer's car.

Thank you assistance. I will have to buy this one back.

Regards-

K. Maarko Fletcher
Service & Parts Operations Manager
San Francisco Region

James Becker
08/22/2005 01:17 PM

To: Kenneth Fletcher/171/DCAG/DCX@WK-COOP
cc:
bcc:
Subject: Re: TAC case 75748

Maarko,

SE unable to supply firm date.

JRB

Kenneth Fletcher
08/22/2005 09:57 AM

To: James Becker/171/DCAG/DCX@WK-COOP
cc: Issa Makhoul/171/DCAG/DCX@WK-COOP
bcc:
Subject: Re: TAC case 75748

Jim:

Thanks for the follow-up.

This customer has been waiting since May for this update. I don't think I can hold him off any longer unless I can get a date on when you can get a prioritized copy of this update. Can you give me a date?

Regards-

K. Maarko Fletcher
Service & Parts Operations Manager
San Francisco Region

James Becker
08/22/2005 09:07 AM

To: Kenneth Fletcher/171/DCAG/DCX@WK-COOP
cc:

cc:
Subject: Re: TAC case 75748

Maarko,

SE's reply below.

Regards, JRB

----- Forwarded by James Becker/171/DCAG/DCX on 08/22/2005 09:06 AM -----

Issa Makhoul
08/22/2005 07:39 AM

To: James Becker/171/DCAG/DCX@WK-COOP
cc: Kenneth Fletcher/171/DCAG/DCX@WK-COOP
bcc:
Subject: Re: TAC case 75748

Hey Jim-

I don't have a copy yet. Once I get it, you're on top prio. Please see if the customer can hold.

Regards, Issa

Issa Makhoul -- Staff Engineer -- Body & Telematics
Mercedes-Benz USA One Glenview Road Montvale NJ 07645 USA
Tel (201) 573 4496 Cell (201) 315 0223 Fax (201) 573 4381 issa.makhoul@mbusa.com

James Becker
08/19/2005 05:42 PM

To: Issa Makhoul/171/DCAG/DCX@WK-COOP
cc: Kenneth Fletcher/171/DCAG/DCX@WK-COOP
Subject: TAC case 75748

Hi Issa,

I have a burning need for a resolution to QM issue 301, buyback pending. I have read your 8/8/05 entry, but wonder if there is any possibility of obtaining an early release repair disc. Any help you can provide would be greatly appreciated.

Regards,

James Becker
MBUSA Technical Specialist
LA TAC
Cell: 415-302-6290
Office: 909-476-7530
Fax: 415-888-2022

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Open Date: 08/22/2005 16:33:10 **Agent:** kenneth fletcher **Phone** **Note Type:** PC
SPOM e-mailed the Assistant service Manager requesting that he gather the necessary paperwork to repurchase this customer's car.

Open Date: 09/14/2005 02:23:22

Agent: kenneth fletcher

Phone

Note Type: RC

SPOM waiting for documents from San Francisco Dealer so he can process this buy back.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181870 Priors: Both Open Date: 07/20/2005 Status: CLS Last Update: 09/09/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Alta Loma CA [Redacted] Corres ID: 273724

Agent: Carol Pantua Phone: 4635 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05145 PENSKE MOTORCARS MONTCLAIR CA Assign Agent: SOM - 23

Orig Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J85A [Redacted]

Mileage: 10800 Engine Number: 11396730599509

Prod Date: 04/06/2004 Warranty Start Date: 07/30/2004

Close Agent: Field Closing Date: 09/09/2005

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

Grp	Fail	Major	Minor	Rsr
68	73	2	3	08

Involved Information

- [Redacted] - Owner, [Redacted], Alta Loma, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/20/2005 10:47:06 Agent: Carol Pantua Phone 4635 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 10,800

Warranty Start Date: 07/30/2004

Previous CA Referrals:

Previous Summary Notes:

Writer received customer's letter (corr 273724) which states that "the purpose of this letter is to formally request that you replace the vehicle due to the California Lemon Law."

Customer alleges in the letter that on 9/23/04 - leak in oil pan gasket, on 12/28/04 SRS concern, 2/21/05, SRS concern, 3/1/05 SRS concern, 7/7/05 leak in the oil pan and rear seal. Customer states further that based on "the safety restraint system has been repaired 3 times" and "the car will have been in the shop for more than 30 days in the first 18months or 18k miles."

Writer sending "under review" mailgram.

cc: Yvette Chang

Open Date: 07/20/2005 14:30:52 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM to request repair history from SM @ 05145.

Open Date: 07/28/2005 09:51:44 **Agent:** Carol Pantua **Phone** 4635 **Note Type:** PC
Writer received customer's 2nd letter (corr 277268) which requests that vehicle be replaced by MBUSA.

Writer scanned and sent customer's letter to SPOM & Yvette Chang.

Open Date: 07/28/2005 19:09:22 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Customer requested SPOM contact at 1-909-322-1341. Writer advised customer request can be forwarded but return phone call not promised.

Open Date: 07/29/2005 17:38:16 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SM to contact guest and request that MBUSA have a technical specialist do a thorough inspection of vehicle before a final decision can be made.

SPOM reviewed history with Service Advisor and SM. It appears that the root cause of the problem was the Weight Sensing System (WSS) in the right front passenger seat.

- The 1st repair made was to recalibrate the sensor.

- The 2nd time in the WSS control module was SPO'd. The customer took delivery of the vehicle until the WSS came in. The SRS light was reportedly intermittent.

- The 3rd repair was to install WSS control module that had come in SPO.

Open Date: 08/05/2005 12:16:22 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
TS inspection was scheduled for 8/9/05, but customer called and asked that it be postponed a week due to a vacation. SPOM contacted TS to find out his next availability.

Open Date: 08/15/2005 18:40:41 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
Customer scheduled to bring vehicle for TS inspection on 8/22.

Open Date: 08/29/2005 16:22:40 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC
Customer called again requesting direct contact from SPOM at 909-466-5881 or 909-322-1341
Writer sent message to SPOM.

Open Date: 08/31/2005 14:09:43 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM called [REDACTED] and spoke to him regarding his vehicle. SPOM to get last repair info from dealer 05145. SPOM to contact customer later in the week.

Open Date: 09/02/2005 21:33:31 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM called customer about 6:30 pm to discuss possible buyback. Vehicle has about 24 days down not including repairs at 05101 (RO 770449. SPOM left message and will call customer next week from Atlanta.

Open Date: 09/06/2005 15:08:20 **Agent:** Carol Pantua **Phone** 4635 **Note Type:** PC
Writer received customer's letter (corr 277616) dated on 8/29/05 (before SPOM spoke with customer on 9/2) stating that failure to respond within 10 days of receipt of this letter will result in immediate legal action.

Customer requests again that their E500 be "bought back due to numerous mechanical and safety problems that we have experienced while owning this car. We no longer feel safe driving it. This automobile has unfortunately met the requirements of California's Lemon Law. The car has had the SRS system worked on 4 times, drive train worked 4 times (and counting), and it's been in the shop 30 days. We have corresponded several times with MB and have yet to receive an adequate response for such a serious matter. We are demanding that we receive an offer for a buy back of this vehicle. No response within 10 days of receipt of this letter will force us to take immediate legal action."

"Under Review" mailgram will be sent.

Open Date: 09/08/2005 11:57:35 **Agent:** Reina Rojas **Phone** 6367 **Note Type:** PC
Customer called requesting to speak with SPOM Brian, alleging she has been waiting for a call back from him. Writer advised customer I would forward her message but did not promise a call back. Writer left SPOM Brian a voice mail regarding customer request.

Open Date: 09/09/2005 13:22:43

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM called SM and asked him to contact customer as SPOM was traveling from the East Coast. SM reported today that he had contacted the customer and that have delivered the requested docs for buyback. SPOM to continue buyback process. Referral to be closed at this time.

Customer Assistance Referral

CA Ref ID: 181886 Priors: No Open Date: 07/20/2005 Status: CLS Last Update: 07/21/2005

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

City: New York NY [REDACTED] Corres ID:

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 5 Market: 2

Service Retailer: 56106 HELMS BROS., INC. BAYSIDE NY Assign Agent: SOM - 24
 Orig Retailer: 56106 HELMS BROS., INC. BAYSIDE NY
 Sell Retailer: 56106 HELMS BROS., INC. BAYSIDE NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [REDACTED] Model: CLS500C 2006
 World VIN: WDDDJ75X66A [REDACTED]
 Mileage: 50 Engine Number: 11396730668991
 Prod Date: 05/24/2002 Warranty Start Date: 06/29/2005

Grp	Fail	Major	Minor	Rsr
10	S3	2	3	16

Close Agent: Field Closing Date: 07/21/2005
 Close With: D Close By: M Close How: M Owner Satisfied: N

Involved Information

- [REDACTED] - Driver, [REDACTED] Kings Point, NY [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Mobile
- Hann Financial Service Corp - Owner, [REDACTED], New York, NY [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Business
 - [REDACTED] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/20/2005 17:47:34

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 50

Warranty Start Date: 06/29/2005

Customer, [REDACTED], contacted the CAC alleging she was involved in a collision with her vehicle on 07/12/05 at approximately 2:30 pm. Customer claims she was driving and her thirteen year old daughter, [REDACTED], was in the front passenger seat and her daughter's friend was in the rear passenger seat.

Customer claims she was at the intersection of Burberry and Rumson and the other driver allegedly involved in the accident passed out at the wheel and hit the customer's vehicle head on.

Customer claims the vehicle's airbags did not deploy and is requesting MBUSA inspect the vehicle to verify the functionality of the system.

Customer advised their is a police report and claimed she would fax a copy to the CAC. Customer further claimed all three occupants in the vehicle were wearing their seatbelts and alleges she has bruises, cuts and a neck injury and her daughter sustained a wrist injury as a result of the incident.

She advised the vehicle is currently located at dealer 56106.

Customer advised she has State Farm Insurance and indicated the claim # is [REDACTED] and her adjuster is Frank Frabizio (888-326-0164 ext. 4010).

cc: Frank Berenz, Gary Bowne, Gina Cila and Tom Brunner.

Open Date: 07/21/2005 11:32:48

Agent: JOSEPH GALLAGHER

Phone

Note Type: RC

Writer has been advised that vehicle is scheduled for inspection by TS. Once inspection completed, report will be filed with legal and legal will send out letter to customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 181992 Priors: No Open Date: 07/25/2005 Status: CLS Last Update: 10/10/2005

Address: [Redacted]

Title:
Phone: [Redacted] Mobile

City: Green Bay WI [Redacted] Corres ID: 273933

Agent: Honora Duffy Phone: 6307 Orig By: M Orig CD: H0 Region: 4 Market: 8

Service Retailer: 86432 ENTERPRISE MOTORCARS APPLETON WI Assign Agent: SOM - 28
Orig Retailer: 86432 ENTERPRISE MOTORCARS APPLETON WI
Sell Retailer: 86432 ENTERPRISE MOTORCARS APPLETON WI

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J55X [Redacted]
Mileage: 3138 Engine Number: 11295431945827
Prod Date: 05/28/2003 Warranty Start Date: 03/25/2005

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Close Agent: Field Closing Date: 10/10/2005
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Green Bay, WI [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Mobile
 - [Redacted], Secondary Residence
- > [Redacted] - Driver, [Redacted], Green Bay, WI [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/25/2005 14:27:50

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 3138

Warranty Start Date: 03/25/2005

Previous CA Referrals:

Previous Summary Notes:

Owner's husband, [REDACTED], sent letter dated 7/17. In short:

"Our first problem came in middle of June. The memory seat function left the driver seat in a very poor driving position with the seatback in a semi-reclined position. After trying many things, we were able to get the seatback up in a safe position. We took the car to the dealer where the problem was diagnosed as a faulty motor in the seat back. We were promised a new motor the following week. That was June 22. We still do not have the part here for repair."

"Shortly after returning from the dealer on 6/22, as I went to use the car again a message appeared on the dashboard center. It stated there was a malfunction in the SRS restraint system and it should be serviced immediately. "

"I returned the car to the dealer the following day where the problem was diagnosed as a wiring problem inside or behind the steering wheel. I was told Mercedes was aware of the problem, was working on a correction, had nothing available at that time, but would have something soon."

"My concern is whether our SRS system will protect us at all if we have the misfortune of having to need it. One of the reasons for purchasing a Mercedes is its ability to protect passengers in an accident. We have been driving with this situation for nearly a month with no end in sight."

"I'm very concerned about our safety and the ability of our car to protect us. I do not feel we are driving a safe car under these circumstances."

Letter scanned & sent to SPOM.

Open Date: 07/29/2005 13:00:03

Agent: MICHAEL PUCALIK

Phone

Note Type: PC

letter sent to Greg Van Service manager. they will contact TAC and report back to me and customer.

Open Date: 08/01/2005 09:51:32

Agent: MICHAEL PUCALIK

Phone

Note Type: PC

Vehicle has air bag light that flickers - I called Larry Forbes who says they know about the problem but have no fix for it until later in August. [REDACTED] will call the tech at the dealership and try to repair the clips in the harness until a perm. fix becomes avail.

Open Date: 09/26/2005 16:23:11

Agent: MICHAEL PUCALIK

Phone

Note Type: PC

We are still waiting on the SRS wiring update. Service Advisor Dan Hoffman has updated the customer 9-25-05 -

Open Date: 10/10/2005 11:33:13

Agent: MICHAEL PUCALIK

Phone

Note Type: RC

Dealer has used repair outlined by TAC - vehicle fixed.

7/16/2010

Customer Assistance Referral

CA Ref ID: 182261 Priors: No Open Date: 08/02/2005 Status: CLS Last Update: 08/31/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Alta Loma CA [Redacted] Corres ID:

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05145 PENSKE MOTORCARS MONTCLAIR CA Assign Agent: SOM - 23

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: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J56A [Redacted]

Mileage: 7000 Engine Number: 27296430034873

Prod Date: 03/16/2004 Warranty Start Date: 02/26/2005

Grp	Fail	Major	Minor	Rsr
18	10	2	3	16

Close Agent: Field Closing Date: 08/31/2005

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

Involved Information

- > [Redacted] - Owner | [Redacted], Alta Loma, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- > [Redacted] [Redacted] Alta Loma, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/02/2005 11:30:21

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 7000

Warranty Start Date: 02/26/2005

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] phoned the CAC requesting a replacement vehicle and express her disappointment with the quality of the above referenced vehicle.

Customer alleges the vehicle is "burning oil, the entertainment system blew out (malfunctioning) and SRS light was previously on".

"My car has been down for 15 days and constantly in the shop. I was told when it burns one more quart the engine will be replaced".

Writer advised customer we will review and document concerns, please allow several business days for communication to occur.

CC: Y. Chang, Ed Reyes

Open Date: 08/02/2005 17:52:44

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

SPOM to review with SM on 8/5 visit.

Open Date: 08/05/2005 18:55:26

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

First two SRS concerns were for the passenger seat weight sensor being too sensitive. Svc Advisor stated that the passenger seat weight sensor would activate with a bottle of water laying in the seat. The seat sensor has been calibrated twice.

The vehicle has recently begun an oil consumption test and the vehicle came back in during the test for an SRS concern. The clockspring has been replaced and the customer has taken the delivery of the vehicle.

SVC Director to contact customer and explain no decision can be made pending the put come of the oil consumption test.

Open Date: 08/15/2005 18:41:17

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

Customer scheduled to bring vehicle for TS inspection on 8/22.

Open Date: 08/31/2005 14:17:41

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

TS reported that he inspected the vehicle and that the oil consumption was within MBUSA specifications. Vehicle had driven more than 3,000 miles and used about 1/2 qt of oil. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 182281 Priors: Both Open Date: 08/02/2005 Status: CLS Last Update: 08/30/2005

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

City: Fairfield CT [Redacted] Corres ID:

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

Service Retailer: 09115 MERCEDES-BENZ OF FAI FAIRFIELD CT Assign Agent: SOM - 26
Orig Retailer: 09115 MERCEDES-BENZ OF FAI FAIRFIELD CT
Sell Retailer: 09115 MERCEDES-BENZ OF FAI FAIRFIELD CT

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006
World VIN: WDDDJ76X06A [Redacted]
Mileage: 5497 Engine Number: 11399060038480
Prod Date: 11/01/2020 Warranty Start Date: 02/21/2005

Grp	Fail	Major	Minor	Rsr
15	73	3	3	13

Close Agent: Field Closing Date: 08/30/2005
Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information

- > [Redacted], [Redacted], Fairfield, CT [Redacted]
[Redacted] Expired Residence
- [Redacted] Expired Residence
- [Redacted] Expired Residence
- [Redacted] Expired Residence
- [Redacted], Expired Business
- 000-000-0000, Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/02/2005 15:17:09 Agent: Gregg Mault Phone 6350 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 5497
Warranty Start Date: 02/21/2005
Previous CA Referrals:

Previous Summary Notes: 858982, 860722, 901968

Customer called stating he has had numerous problems with vehicle. Customer states vehicle again has a problem with the SRS light staying on and the phone does not work. Customer states he doesn't feel safe driving vehicle and is asking MBUSA intervention to get vehicle fixed and if vehicle is not fixed customer requests assistance getting out of vehicle. In addition customer states he has left messages for service department in reference to his concerns but haven't received a call back.

cc: A. Zepf legal

Open Date: 08/03/2005 15:57:36 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC

Note: This is a trade assist replacement vehicle.

Service Manager John Antalik spoke with customer on Monday, 8/1 and invited customer to make an appt for repair. Customer declined. Parts & Service Director Peter Zorzy will contact this customer.

Open Date: 08/15/2005 12:41:10 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC

Customer has appt for 8/16.

Open Date: 08/30/2005 17:44:47 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC

Dealer installed battery control module for a battery warning Light. Condition corrected. Customer picked up vehicle on 08/26.

Customer Assistance Referral

CA Ref ID: 182357 Priors: No Open Date: 08/04/2005 Status: CLS Last Update: 09/26/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Onalaska WI [Redacted] Corres ID:

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 4 Market: 8

Service Retailer: 86429 ROSEMURGY INTERNATIO WAUSAU WI Assign Agent: SOM - 28
 Orig Retailer: 86429 ROSEMURGY INTERNATIO WAUSAU WI
 Sell Retailer: 86429 ROSEMURGY INTERNATIO WAUSAU WI
 Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
 World VIN: WDBUF87J06X [Redacted]
 Mileage: 11225 Engine Number: 27297230048389
 Prod Date: 02/20/2004 Warranty Start Date: 03/31/2005

Grp	Fail	Major	Minor	Rsr
15	52	3	3	08

Close Agent: Field Closing Date: 09/26/2005
 Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Onalaska, WI [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Business
- [Redacted] Expired Residence
- [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/04/2005 13:46:45 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 11225
Warranty Start Date: 03/31/2005
Previous CA Referrals: None

Previous Summary Notes: 790058, 790245, 849475, 911833

Referral opened based on the Service Manager, Rob, information pertaining to this customer's experience with this vehicle.

[REDACTED] has contacted the CAC/Roadside Department several times because of electrical issues. According to our database, this customer has contacted MB Roadside on 6/18/05, 6/19/05, 7/28/05, 7/30/05 and 8/02/05. Presently, the vehicle is at the authorized dealer because it was towed in by our Roadside dept. because the SRS warning light was on. Rob, the Service Manager, claims this would be the 2x for the same issue (SRS warning light). Rob advised that customer is seeking documentations (i.e. repair orders, Roadside tickets, and Teleaid contacts). SM advised that customer is in the auto industry.

Rob, the Service Manager, explained that his tech is presently working on this vehicle. Dealer is awaiting parts from Germany (Battery Control Module).

Open Date: 08/04/2005 13:48:36 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Note: According to our database, customer has owned a 2002 C320 and a 2003 E320.

Open Date: 08/04/2005 14:19:56 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Writer called [REDACTED] to advised that our Service and Parts Operations Manager will be involved with reviewing the service history of this vehicle. Writer explained that MBUSA, LLC remains committed in honoring the terms of the Limited New Car Warranty and stands ready to provide the authorized dealers technical assistance.

Customer requested to speak with the Service and Parts Operations Manager directly.

Writer advised that his request is duly noted.

Open Date: 08/09/2005 15:41:20 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
[REDACTED] requested information about MB Roadside calls.

Writer consulted with Frank Berenz, Legal Counsel, who suggested that writer send him a letter indicating that we cannot provide copies of our records but can advise the days and times our records show that he made Roadside Assistance calls.

Letter sent.

Open Date: 08/09/2005 16:08:26 **Agent:** MICHAEL PUCALIK **Phone** **Note Type:** PC
I talked to the customer and told him that everything is being done to repair the vehilce.

Open Date: 08/10/2005 13:37:40 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC
From PAC:
Paragon # 1433240..p/n A2115406945.... FED EX 700445684921.....Scheduled delivery is 8/10/05

Open Date: 09/07/2005 15:39:13 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC
Customer called again, demands to speak with Mike Pucalik today.
Customer requests release letter so dealer can deliver new vehicle to him.

Writer contacted SPOM by phone and e-mail.

From SPOM:
It's in Legal as we speak. Ms. Presser is working on it. I am in a meeting in Atlanta. Are you guys on same time? to legal:

Can you get this letter to the dealer in Wausau WI today?

From SPOM:

Can we email it to [REDACTED] - the dealer is driving the car to his office which is 3 hours away.

I would like to look it over first.

To SPOM and Legal:

[REDACTED] has 2 e-mail addresses:

Phone number [REDACTED]

Open Date: 09/08/2005 10:05:11

Agent: Robyn Letz

Phone 6209

Note Type: PC

From SPOM:

Re: Hi Robyn - could you forward to [REDACTED] and call him to let him know it is in his email. I looked it over and it is ready to sign. thanks I am in a meeting now.

Writer called customer he had the letter and was on his way to dealer.
Writer advised SPOM.

Open Date: 09/26/2005 16:32:37

Agent: MICHAEL PUCALIK

Phone

Note Type: RC

[REDACTED] is in a new CLS500 - trade assisted his e 350 - customer is very satisfied at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 182378 Priors: No Open Date: 08/04/2005 Status: CLS Last Update: 08/22/2005

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence: [Redacted]
City: Dallas PA [Redacted] Corres ID: [Redacted]

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 1 Market: 2

Service Retailer: 67227 MOTORWORLD WILKES-BARRE PA Assign Agent: SOM - 24
Orig Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ
Sell Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ
Disp Amt: [Redacted] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005
World VIN: WDBUF83J45X [Redacted]
Mileage: 8000 Engine Number: 11396930640477
Prod Date: 03/12/2004 Warranty Start Date: 01/03/2005

Grp	Fail	Major	Minor	Rsr
15	52	2	3	08

Close Agent: [Redacted] Field Closing Date: 08/22/2005
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted], Dallas, PA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/04/2005 17:32:39 Agent: Arnold Almaguer Phone 4621 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 8000
Warranty Start Date: 01/03/2005
Previous CA Referrals: None

Previous Summary Notes: None

[Redacted] requested Technical Assistance be provided to Motor World to resolve an alleged issue with the "Check Engine" and "SRS".

According to [Redacted], his vehicle allegedly has been to the dealer 8x because of the "Check Engine Light" appearing on the dashboard. Warranty history doesn't correspond to customer's allegations.

[Redacted] also claims the dealer is awaiting a part to arrive from Germany to resolve the alleged issue with the SRS.

The customer expressed his dissatisfaction with the quality of this vehicle and the amount of visits to the authorized dealer.

Open Date: 08/22/2005 07:19:15 **Agent:** GEORGE MCNICHOL

Phone 7124

Note Type: RC

Dealer installed Clock spring to fix the SRS light problem.

7/16/2010

Customer Assistance Referral

CA Ref ID: 182398 Priors: No Open Date: 08/05/2005 Status: CLS Last Update: 09/09/2005

Address: [Redacted]

Title:

Phone: [Redacted]

Business

City: Sarasota

FL [Redacted]

Corres ID:

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

Service Retailer: 14125 MERCEDES-BENZ OF SAR SARASOTA FL Assign Agent: SOM - 34

Orig Retailer: 14125 MERCEDES-BENZ OF SAR SARASOTA FL

Sell Retailer: 14125 MERCEDES-BENZ OF SAR SARASOTA FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J35A [Redacted]

Mileage: 5728 Engine Number: 11294931885739

Prod Date: 01/07/2003 Warranty Start Date: 10/04/2004

Grp	Fail	Major	Minor	Rsr
68	73	3	3	08

Close Agent: Field Closing Date: 09/09/2005

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

Involved Information

- > [Redacted] - Owner, [Redacted] Sarasota, FL [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Business
- [Redacted], Secondary Mobile
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/05/2005 11:28:30 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 5728

Warranty Start Date: 10/04/2004

Previous CA Referrals:

Previous Summary Notes:

Customer called claiming that he has been back to dealer 6X since purchasing the vehicle for various electrical related issues. (Warranty history supports his claim.)

Customer claims that alternator and control module have been replaced, SRS system has malfunctioned and vehicle is currently at dealer requiring a wiring harness replacement.

Customer claims that he has lost confidence in the vehicle, feels that it is a lemon and is seeking to have it replaced.

Customer can be contacted at his office on [Redacted]

Copy of referral sent to Legal (MK) for information.

Open Date: 08/05/2005 16:18:05 **Agent:** LARRY STAINS **Phone** **Note Type:** PC
Refer to dealer to with info.

Open Date: 08/10/2005 15:27:23 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Customer called seeking status on his issue - writer informed him that case is open and he should be hearing from someone shortly.

Open Date: 09/09/2005 11:31:47 **Agent:** LARRY STAINS **Phone** **Note Type:** RC
Dealer has traded owner into new vehicle, owner satisfied.

Customer Assistance Referral

CA Ref ID: 182688 Priors: No Open Date: 08/15/2005 Status: CLS Last Update: 08/29/2005

Address: [Redacted] Title: [Redacted]
 Phone: [Redacted] Residence [Redacted]
 City: Seaford NY [Redacted] Corres ID: [Redacted]

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: 55111 MERCEDES-BENZ OF MAS AMITYVILLE NY
 Sell Retailer: 55111 MERCEDES-BENZ OF MAS AMITYVILLE NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2005
 World VIN: WDBUF76J15A [Redacted]
 Mileage: 10000 Engine Number: 11399060038363
 Prod Date: 02/04/2004 Warranty Start Date: 02/25/2005

Grp	Fail	Major	Minor	Rsr
10	10	2	3	04

Close Agent: Field Closing Date: 08/29/2005
 Close With: D Close By: M Close How: V Owner Satisfied: N

Involved Information

- [Redacted], [Redacted] Seaford, NY [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
- [Redacted] - Owner, [Redacted], Seaford, NY [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/15/2005 10:25:11

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 10000

Warranty Start Date: 03/19/2004

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] claims that his vehicle has been into the dealership three times for the SRS light being on, and twice for the rack and pinion. Customer claims he is driving the vehicle currently and he is allegedly having problems with steering, and suspension again.

[REDACTED] claims he spoke with the General Manager of the dealership and he claims that the GM stood up and threatened to kick his a**, and then allegedly spit on him. He claims the GM then banned him from the dealership.

Customer claims he picketed the dealership Thursday, however he wants his vehicle repaired at this dealership or he wants a new car given to him by them since this is where he purchased it. He claims he is taking the car there and "the dealership will have to call the police and have me arrested."

Customer claims he will have his attorney contact MBUSA and the dealer.

cc: Anthony Zepf

Open Date: 08/16/2005 01:59:21

Agent: STEVE DENNIS

Phone

Note Type: PC

SPOM sent a message to the Market Manager to look into this situation while SPOM is on vacation.

Open Date: 08/16/2005 09:31:08

Agent: STEVE DENNIS

Phone

Note Type: PC

See the message below from the Market 1 Manager

Steve,

I Stuart Hayim (Dealer Principal) about this yesterday. The customer was evidently very irate and was threatening to attack Joe Abate (GM). The customer was screaming and yelling on the showroom floor and Stuart went up to him and asked him to leave the dealership. The customer declined. Stuart advised him that they would try to satisfy him however the customer continued to be uncooperative. Stuart called the police and had him removed. The customer then went home and got his friends and they set up a picket demonstration in front of the dealership.

Robert T. Zilinski

Market Manager - Market 1

Open Date: 08/16/2005 09:34:14

Agent: STEVE DENNIS

Phone

Note Type: PC

According to our Legal Department, dealer seems well within their rights to have the customer removed from the dealer and deny any further service to this customer should they choose which according to the comments above they have done so.

Open Date: 08/23/2005 13:51:29

Agent: STEVE DENNIS

Phone

Note Type: PC

Vehicle is currently at the dealer for final open issues. Once these repairs are completed the vehicle will be delivered back to the customer.

From that point on the customer is not welcomed to bring his vehicle to MB Massapequa!!!!

Customer will have to service his vehicle at another Mercedes Benz dealer.

Open Date: 08/29/2005 18:25:00

Agent: STEVE DENNIS

Phone

Note Type: RC

Dealer replaced carpet, wheel as well as other issues with the vehicle with the exception of the creaking noise.

Please note this customer is no longer welcomed to service his vehicle at MB Massapequa!!!

7/16/2010

Customer Assistance Referral

CA Ref ID: 182742 Priors: Both Open Date: 08/15/2005 Status: CLS Last Update: 08/31/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Los Gatos CA [Redacted] Corres ID:

Agent: Mark Sluscavage Phone: 6234 Orig By: P 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: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J66A [Redacted]
Mileage: 3312 Engine Number: 27296430052675
Prod Date: 02/25/2004 Warranty Start Date: 05/17/2005

Grp	Fail	Major	Minor	Rsr
27	06	3	3	13

Close Agent: Field Closing Date: 08/31/2005
Close With: O Close By: D Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted], Los Gatos, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/15/2005 21:32:04

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 3,312

Warranty Start Date: 05/17/2005

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] phoned the CAC seeking MBUSA involvement for quality concerns for her vehicle.

Customer claimed the vehicle had been towed to the dealer two weeks ago because the transmission "was jerking and bumping."

Customer claimed, "the SRS light also came on."

Customer requested RAP assistance to have the vehicle towed to Smythe claiming, "the transmission is shifting in such a way it feels like someone just hit the vehicle in the rear."

Customer claimed, "I have to drive up a hill to get to my house, and the RPM's went into the red, it did not down shift and I only had my foot about a quarter of the way down on the pedal."

Customer claimed she "does not feel safe driving it with this issue."

Customer is requesting MBUSA involvement for quality concerns for her vehicle.

Open Date: 08/17/2005 17:38:56

Agent: ADAM NODERER

Phone

Note Type: PC

Car was towed in 8/16. No codes showed in system. Shop Foreman is driving car to attempt to duplicate concern. EDAC has been contacted.

Open Date: 08/31/2005 16:31:31

Agent: ADAM NODERER

Phone

Note Type: RC

Valve body was replaced. Vehicle has been repaired per dealer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 182756 Priors: No Open Date: 08/16/2005 Status: CLS Last Update: 08/22/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: San Diego CA [Redacted] Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 3 Market: 1

Service Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO 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: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J75A [Redacted]

Mileage: 13000 Engine Number: 11294931940037

Prod Date: 02/27/2004 Warranty Start Date: 12/17/2004

Grp	Fail	Major	Minor	Rsr
54	53	2	3	08

Close Agent: Field Closing Date: 08/22/2005

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

Involved Information

- > [Redacted] - Owner, [Redacted], San Diego, CA [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/16/2005 13:05:12

Agent: Patricia Murdy

Phone 6394

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 13000

Warranty Start Date: 12/17/2004

Previous CA Referrals:

Previous Summary Notes: 835249

Customer has multiple records but dedup function is not currently available.

Customer contacted the CAC regarding dissatisfaction with his vehicle. Customer claims the vehicle has been in the dealer more often than he's gotten to drive it. Customer stated that he wants this vehicle exchanged for a new model that is not defective.

Customer claims the vehicle was brought in for an air conditioning problem (there was warm air coming from the passenger side), there was a problem with his battery, and the SRS system. Customer claims that his service advisor Martin told him to call us. Customer stated that his 2 C Class models have not had these problems and he feels it is due to all the electrical components in the vehicle. Customer is requesting that MB take back this vehicle and give him another E class model.

Writer apologized to customer for his dissatisfaction. Writer advised customer his comments would be documented and forwarded to the regional manager for review. Writer advised customer this process can take several business days and his point of contact would be the dealer.

CC: Yvette Chang

Open Date: 08/16/2005 17:35:04

Agent: FRANK DINGMAN

Phone

Note Type: PC

Svc. Dir. please have chronology of repairs prepared and have sales and service files available for review 8/18/05

Open Date: 08/19/2005 14:08:49

Agent: FRANK DINGMAN

Phone

Note Type: RC

Writer reviewed service history and chronology of repairs @ 05718. Vehicle has been in for AC repair per DTB, battery control unit software update, easy entry-exit feature, SRS and Interior electrical connections on 5 separate visits over a short period of time. Writer feels that the service history does not support repurchase at this time but rather goodwill compensation for inconvenience. Svc Dir to contact cust and offer 2 monthly payments (\$1,598.20 total) as goodwill.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183052 Priors: No Open Date: 08/24/2005 Status: CLS Last Update: 08/26/2005

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

City: Pittsburgh PA [Redacted] Corres ID:

Agent: Gregg Mault Phone: 6350 Orig By: P Orig CD: H0 Region: 1 Market: 7

Service Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA Assign Agent: SOM - 31
Orig Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA
Sell Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J35X [Redacted]
Mileage: 5000 Engine Number: 11295431951355
Prod Date: 01/16/2004 Warranty Start Date: 04/04/2005

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent: Field Closing Date: 08/26/2005
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- [Redacted] - Owner, [Redacted], Pittsburgh, PA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/24/2005 09:41:40 Agent: Gregg Mault Phone 6350 Note Type: PC
Primary Phone: [Redacted]
Current Mileage: 5000
Warranty Start Date: 04/04/2005
Previous CA Referrals:

Previous Summary Notes:

Customer called stating this is the third time his vehicle is at dealer for the check engine light and SRS light. Customer states dealer has tried to fix but vehicle is again back at dealer for same issues. Customer requesting MBUSA intervention to assist in fixing vehicle.

Open Date: 08/24/2005 17:04:39 Agent: WES AULT Phone Note Type: RC
SPOM received case.

Open Date: 08/26/2005 14:31:11 Agent: WES AULT Phone Note Type: RC
Dealer had parts when vehicle arrived, fixed and returned to customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183097 Priors: No Open Date: 08/24/2005 Status: CLS Last Update: 09/01/2005

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

City: Los Angeles CA [Redacted] Corres ID: [Redacted]

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
Orig Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA

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

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X66A [Redacted]

Mileage: 1000 Engine Number: 11396730672482

Prod Date: 05/24/2002 Warranty Start Date: 06/30/2005

Close Agent: [Redacted] Field Closing Date: 09/01/2005

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

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

Involved Information

> [Redacted]	[Redacted]	
[Redacted]	Primary	Residence
[Redacted]	Secondary	Residence
[Redacted]	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/24/2005 17:50:28 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 810

Warranty Start Date: 06/30/2005

Previous CA Referrals:

Previous Summary Notes:

[Redacted] claims that his vehicle has been into the dealership twice already for electrical problems and the car is only 1 month old. He claims that he is bringing it in to the dealership again for the same issues, and he is upset that this is happening to his Mercedes-Benz.

Customer claims the A/C doesn't work, the airbag light keeps coming on, the park-tronic system doesn't work, and other electrical issues. Customer is requesting technical assistance from MBUSA in repairing the car.

Open Date: 08/25/2005 18:16:12 Agent: BRIAN BAE Phone [Redacted] Note Type: PC

Vehicle is being towed in for dead battery. Issues to be addressed when vehicle arrives.

Open Date: 08/30/2005 16:23:01 **Agent:** Katina Clement **Phone** 6262 **Note Type:** PC
David Kermani called the CAC. [REDACTED] requested MBUSA address.

Customer alleging vehicle is ready to be picked up but he refuses to do so.

Customer states "he has spoken with his attorney and requests MBUSA contact."

Writer advised concerns are currently under review. Writer explained the service manager becomes the point of contact.

Open Date: 08/31/2005 14:08:15 **Agent:** James Blasie **Phone** 4620 **Note Type:** PC

Copy of e-mail sent to SPOM:
Brian;

[REDACTED] - referral 183097 out of Beverly Hills - called in.

He stated he was told by CAC rep on 8/30 to contact dealership about his vehicle; customer stated he spoke to "assistant GM Cameron" who advise him to call the 800# for information.

Customer stated he is refusing to pick up vehicle until he receives a "response," he threatened a lawsuit.

Contact information in referral - 213-999-1550.

Regards,

Open Date: 09/01/2005 18:26:53 **Agent:** BRIAN BAE **Phone** **Note Type:** RC

Called customer and indicated that vehicle history was reviewed and that it didn't qualify for repurchase. Customer refuses to pick up the car and stated that his attorney says that vehicle is a lemon and demands repurchase or replacement.

SPOM explained the criteria for repurchase or replacement and stated that his vehicle clearly doesn't meet the criteria at this time because it doesn't have 30 cumulative days down or 4 repeat repairs for substantial impairment.

Customer stated, "Why should I have to drive this car until it qualifies? You called me up to argue with me!" SPOM stated that he is merely responding to customer's request to take back or replace the vehicle. Customer asked for SPOM's names, spelling, and contact number and stated that he would follow up with CEO Paul Halata.

Customer still refuses to pickup car and return loaner car.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183136 Priors: Both Open Date: 08/25/2005 Status: CLS Last Update: 09/25/2005

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence
City: Denville NJ [Redacted] Corres ID: [Redacted]

Agent: Gregg Mault Phone: 6350 Orig By: P Orig CD: H0 Region: 5 Market: 4

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: [Redacted] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82JX5X [Redacted]
Mileage: 12123 Engine Number: 11295431930159
Prod Date: 05/19/2003 Warranty Start Date: 11/20/2004

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent: [Redacted] Field Closing Date: 09/25/2005
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [Redacted], Denville, NJ [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/25/2005 16:40:41 Agent: Gregg Mault Phone 6350 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 12123
Warranty Start Date: 11/20/2004
Previous CA Referrals:

Previous Summary Notes:

Customer called stating this is the fifth time he is having to bring vehicle to dealer due to the SRS light staying on. Customer states he doesn't feel confident with this vehicle if this cannot be fixed. Customer requesting MBUSA intervention to get vehicle fixed.

Open Date: 08/25/2005 20:21:58 Agent: TED ZAWACKI Phone Note Type: PC

SPOM sent copy of contact to dealer SM Herman Diaz asking dealer to please contact the customer to arrange a service appointment.

Open Date: 09/25/2005 20:23:57 Agent: ERIC ERDENBERGER Phone 7525 Note Type: RC

SPOM advised by SD Diaz that vehicle fully repaired and returned to owner. Dealer installed new jacket tube in steering column, which corrected SRS light issue.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183209 Priors: Both Open Date: 08/29/2005 Status: CLS Last Update: 08/31/2005

Address: [Redacted] Title: [Redacted]
Phone: - -

City: Highland Beach FL [Redacted] Corres ID:

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 24
Orig Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL
Sell Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J65A [Redacted]

Mileage: 6000 Engine Number: 11396730633783

Prod Date: 07/24/2002 Warranty Start Date: 02/11/2005

Close Agent: Field Closing Date: 08/31/2005

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

Grp	Fail	Major	Minor	Rsr
15	52	3	2	13

Involved Information

➤ [Redacted], [Redacted], Highland Beach, FL [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Mobile
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/29/2005 11:13:41 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 6000
Warranty Start Date: 02/11/2005
Previous CA Referrals:

Previous Summary Notes:

Customer contacted the CAC seeking technical assistance for his 2005 E500W. He states that the vehicle needs to go back to the dealership for the 4th time for the same sensor.

He states that the SRS light comes on and the display reads, "Restraint system, malfunction, visit workshop." Writer advised him that MB does not recommend he drive the vehicle as it is a malfunction with the airbags/seatbelts. He stated that he agreed but has a call into the dealership as he states they picked up the car last time so he is looking for them to do so again.

He is upset and was inquiring if MBUSA can assist the dealership. Writer apologized and informed him that he would forward his comments to the appropriate individuals so they can assist him.

Open Date: 08/29/2005 12:15:03 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC
SPOM requested update from Service Manager at Pompano

Open Date: 08/31/2005 11:51:03 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** RC
Vehicle was picked up from the customer's home and a loaner was delivered. Found a faulty weight sensor for SRS concern and found a leaking gas cap seal. Repairs completed and vehicle will be returned to the customer today.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183299 Priors: No Open Date: 08/30/2005 Status: CLS Last Update: 09/23/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Ridgewood NY [Redacted] Corres ID:

Agent: Kathleen Durning Phone: 4633 Orig By: R Orig CD: H0 Region: 5 Market: 2

Service Retailer: 55110 SILVER STAR MOTORS LONG ISLAND NY Assign Agent: SOM - 24
Orig Retailer: 55110 SILVER STAR MOTORS LONG ISLAND NY
Sell Retailer: 55110 SILVER STAR MOTORS LONG ISLAND NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J95X [Redacted]

Mileage: 5095 Engine Number: 11295431929508

Prod Date: 06/03/2003 Warranty Start Date: 11/23/2004

Grp	Fail	Major	Minor	Rsr
46	52	2	3	16

Close Agent: Field Closing Date: 09/23/2005

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

Involved Information

> [Redacted] - Owner, [Redacted], Ridgewood, NY [Redacted]
[Redacted], Primary Mobile
[Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/30/2005 13:44:45 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 5095

Warranty Start Date: 11/23/2004

Previous CA Referrals:

Previous Summary Notes: 874923, 921947

Customer phoned the CAC stating that the SRS light is on again and that this is the 4 or 5th time it has gone back to the dealer for this issue.

Customer believes that this may be a "recall issue" for the vehicle since it has continued to occur and the dealer has not resolved this.

Customer is requesting technical assistance.

Open Date: 09/23/2005 15:24:03

Agent: JOSEPH GALLAGHER

Phone

Note Type: RC

Writer discussed with SM. SM indicated dealer had Shop foreman work on vehicle. Shop Foreman indicated that SRS light was on and found steering wheel airbag ignition squib working intermittently. The dealer replaced the part and QC'd vehicle. Vehicle was returned to customer on 9/2/05.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183375 Priors: No Open Date: 08/31/2005 Status: CLS Last Update: 09/14/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Glen Cove NY [Redacted] Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 5 Market: 2

Service Retailer:00555 N.Y. RGN Assign Agent: SOM - 24

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: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J05A [Redacted]

Mileage: 7000 Engine Number: 11294931844892

Prod Date: 10/29/2002 Warranty Start Date: 03/24/2005

Close Agent: Field Closing Date: 09/14/2005

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

Grp	Fail	Major	Minor	Rsr
10	S3	2	3	16

Involved Information

- > [Redacted] - Owner, [Redacted], Glen Cove, NY [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Expired Residence
- [Redacted], Expired Residence
- [Redacted], Expired Residence
- [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/31/2005 16:06:14

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 7000

Warranty Start Date: 03/24/2005

Previous CA Referrals:

Previous Summary Notes: 473092, 725960, 825596

[REDACTED] phoned the CAC demanding vehicle be inspected. Customer alleges he was involved in a Motor Vehicle Accident yesterday because his brakes failed stating, "the pedal went to the floor and all the red lights on the dashboard lit up...my airbags didn't even go off."

Customer alleges the following : accident occurred on Hillside Ave and Cross Island parkway, hit a Cadillac Coupe, sustained no injuries, did not go to hospital, was alone, was wearing seatbelt, airbags did not deploy, impact occurred on front drivers side.

Customer stated that he contacted his attorney who advised him to contact us. Customer stated that he has advised bodyshop to not perform work until vehicle is inspected. Customer alleges, "My brakes failed once before in my driveway. I have had complete failure of this vehicle 4 times before."

Customer stated he will fax copy of police report once available.

Customer stated that vehicle is located at:

Queens Collision Inc.

10025 91st Ave.

Jamaica, NY 11418

(718) 847-1058 contact person--Tony Carrello

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

Open Date: 09/02/2005 12:48:24

Agent: Christine Dingler

Phone 6361

Note Type: PC

E-mail from James Laduca to Daniel Leary:

Dan:

Please arrange to inspect this vehicle.

James LaDuca

Mercedes-Benz USA

Technical Assistance Center

Open Date: 09/07/2005 14:37:22

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Customer called back claiming he has not yet heard from anybody regarding this issue.

Customer claimed, "If I don't hear from anyone in the next 24 hours I will just take it to the court room."

Customer demanded a call "this afternoon" from "somebody to let me know the inspection will be done."

Customer demanded MBUSA's address so he "can get this going with the lawyer." Writer provided the address

Writer spoke with SPOM Steve Dennis to advise of customer's contact and demands and sent an email to James Laduca, Dan Leary and Gary Bowne.

Open Date: 09/07/2005 15:31:26

Agent: Christine Dingler

Phone 6361

Note Type: PC

E-mail from G.Bowne to D.Leary received on this date:

Hi Dan,

Please assign a TS to inspect this vehicle.

Thanks,

Gary H. Bowne

Department Manager

Open Date: 09/08/2005 13:38:18 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

██████████ called and reiterated his urgency to have this vehicle inspected.

Writer advised that the appropriate area of our company have been made aware of his concerns. However, writer doesn't have an definitive date as to when this vehicle will be inspected.

Open Date: 09/08/2005 14:13:11 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC

Email from Daniel Leary to writer:

Mark,

I have called Tony Carrello (contact person at the Queens Collision Shop) twice at 9:30 am and at 2:30 pm on Tuesday Sept 6th and left two voice mail on his answering machine, He has not called me back, I will not go to the body shop unannounced. Please note when I was assigned to this case Sept 2nd Friday, Monday was Labor day. Please informed the customer of the situation, Tony Carrello has my voice mail number. I recopy the email from Sept 2nd below. Call me (ext 6184) tomorrow or Gary Bowne if next week is not acceptable to the customer.

Open Date: 09/14/2005 14:42:35 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

TS has advised writer that he will be inspecting vehicle on Thurs, 9/15/05. TS will complete report and send to legal.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183497 Priors: No Open Date: 09/06/2005 Status: CLS Last Update: 10/10/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hobart IN 46342-5243 Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 4 Market: 8

Service Retailer: 25103 NAPLETON S AUTO WERK SCHERERVILLE IN Assign Agent: SOM - 28

Orig Retailer: 25103 NAPLETON S AUTO WERK SCHERERVILLE IN

Sell Retailer: 25103 NAPLETON S AUTO WERK SCHERERVILLE IN

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87J36X [Redacted]

Mileage: 51 Engine Number: 27297230054704

Prod Date: 03/10/2004 Warranty Start Date: 08/15/2005

Grp	Fail	Major	Minor	Rsr
15	52	3	2	07

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

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

Involved Information

- > [Redacted] - Owner, [Redacted] Hobart, IN [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Business
- [Redacted] Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 09/06/2005 09:30:48

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 51

Warranty Start Date: 08/15/2005

Previous CA Referrals:

Previous Summary Notes: 420978, 923916

[REDACTED] claims that he does not want this vehicle anymore, and is demanding that this situation is taken care of. He claims he works at a hospital and 600 doctors look at his vehicle, and we will not let Mercedes-Benz embarrass him by having him drive a "used" vehicle.

[REDACTED] claims that he bought his vehicle on August 15, 2005, and he drove out of the dealership and went about 5 miles. He claims the SRS light came on, and he brought it back to the dealership. Customer claims the car has been back there 4 times, and the dealership has ripped the whole interior out, and removed the wiring harnesses. Customer claims the dealership is not able to resolve the issue, and he claims that he refuses to take this car back because he didn't pay \$60,000 to drive a "used" car that has been taken apart.

[REDACTED] claims that if Mercedes-Benz doesn't give him a new vehicle, he will get his attorney involved.

CC: Mark Kelly

Open Date: 09/07/2005 14:22:10

Agent: MICHAEL PUCALIK

Phone

Note Type: PC

Case is under review with the service manger Roger Lane. Customer should talk to Bill Navigato about getting into another car. Part is on back order from Germany.

Open Date: 09/07/2005 14:31:57

Agent: Kristin Kapr

Phone

Note Type: PC

Customer called the CAC to find out why he has not heard anything and the vehicle parts are still on back order.

The customer advised he spoke with the SM. The customer stated "I want to get into another vehicle."

The writer advised the customer as per the above mentioned notes to speak with the General Manager of the dealership Bill Navigato.

Customer will be contacting the dealership again.

Open Date: 10/10/2005 12:00:07

Agent: MICHAEL PUCALIK

Phone

Note Type: RC

customer has been traded into a new vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183514 Priors: Both Open Date: 09/06/2005 Status: CLS Last Update: 09/14/2005

Address: [Redacted]

Title:
Phone: - -

City: Highland Beach FL [Redacted] Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 24
Orig Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL
Sell Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005
World VIN: WDBUF70J65A [Redacted]
Mileage: 6000 Engine Number: 11396730633783
Prod Date: 07/24/2002 Warranty Start Date: 02/11/2005

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Close Agent: Field Closing Date: 09/14/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

➤ [Redacted] - L, [Redacted], Highland Beach, FL [Redacted]
 [Redacted], Primary Residence
 [Redacted], Secondary Mobile
 [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/06/2005 12:01:01

Agent: Patricia Murdy

Phone 6394

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 6000

Warranty Start Date: 02/11/2005

Previous CA Referrals: 183209

Previous Summary Notes:

Customer contacted the CAC alleging that the vehicle is in the dealer again for the SRS light.

The previous referral was just closed last week stating the issue was resolved. Customer claims he brought the vehicle in this past Friday again because the instrument cluster stated "SRS, visit workshop." Customer stated that he'd just gotten the vehicle back and had to bring it in. Customer stated he's extremely frustrated and feels the vehicle is a lemon. Customer stated it's currently at the dealer now and the dealer has not followed up with him. Customer stated that he thinks it's ridiculous that the service manager does not even speak to him or return his calls. Customer stated if this issue is not resolved he will exercise the lemon law.

Writer apologized to customer for the situation. Writer advised customer this will be documented and forwarded to the regional manager for review again. Writer advised customer this can take several business days.

Customer asked that if this time the regional manager could contact him. Writer advised that the regional manager is a liaison for the dealer and his point of contact would be the dealer. Writer advised customer writer could not guarantee any contact from the regional manager.

CC: Mark Kelly

Open Date: 09/06/2005 17:39:39

Agent: WILLIAM NORMAN

Phone

Note Type: PC

SPOM requested e-mail update from serv. mgr. at Pompano

Open Date: 09/14/2005 15:37:38

Agent: WILLIAM NORMAN

Phone

Note Type: RC

Service Manager met with the customer and found that an intermittent SRS fault was indicated. The seat frame was replaced and weight sensor replaced. This corrected the condition.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183634 Priors: No Open Date: 09/08/2005 Status: CLS Last Update: 09/13/2005

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

City: Maspeth NY [Redacted] Corres ID:

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

Service Retailer: 56106 HELMS BROS., INC. BAYSIDE NY Assign Agent: SOM - 24
Orig Retailer: 56106 HELMS BROS., INC. BAYSIDE NY
Sell Retailer: 56106 HELMS BROS., INC. BAYSIDE NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J15A [Redacted]
Mileage: 7545 Engine Number: 11294931872918
Prod Date: 02/06/2003 Warranty Start Date: 11/24/2004

Grp	Fail	Major	Minor	Rsr
54	73	2	3	08

Close Agent: Field Closing Date: 09/13/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] Maspeth, NY [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Residence
- 555-555-5555, Expired Residence
- [Redacted] Expired Business
- [Redacted] Expired Mobile

Customer Assistance Referral -- Full Notes

Open Date: 09/08/2005 17:52:05

Agent: Anthony Turturiello

Phone

Note Type: PC

bPrimary Phone: [REDACTED]

Current Mileage: 7545

Warranty Start Date: 11/24/2004

Previous CA Referrals:

Previous Summary Notes:

Dedup function inoperative.

[REDACTED] called claiming that his vehicle has been at dealer 56106 seven times for an SRS light without a resolution. The customer was informed that if the SRS (Supplemental Restraint System) light comes on that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed.

The customer also claimed that he had an issue with the battery light and so the dealer replaced the battery and alternator. The customer then alleged that he also had issues with the brake pads and ac to name some of the issues.

The customer then claimed that the dealer offered to get customer a replacement vehicle with a fee, however they decided to get rid of the charge. The customer alleged the vehicle offered does not come with heated seats and that is one of the features that he really enjoyed.

The customer then wanted to know the name of the Service Manager, Theresa Noto (temporary fill in), and SPOM, Joseph Gallagher. The customer was given the names. Writer then informed customer that his issues would be documented and reviewed by the appropriate parties and to keep in contact with the dealer Service Manager for updates. AT

Open Date: 09/13/2005 17:13:16

Agent: JOSEPH GALLAGHER

Phone

Note Type: RC

Writer reviewed vehicle history. After review writer discussed with Sales Manager. Writer offered customer assistance into replacement vehicle due to concerns. Customer accepted and vehicle will be delivered next week (9/19).

Customer Assistance Referral

CA Ref ID: 183714 Priors: No Open Date: 09/12/2005 Status: CLS Last Update: 09/29/2005

Address: [Redacted] [Redacted] [Redacted], Jr

Title: [Redacted]
 Phone: [Redacted] Residence

City: Purcellville VA [Redacted] Corres ID:

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

Service Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA Assign Agent: SOM - 22
 Orig Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA
 Sell Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J45A [Redacted]

Mileage: 15370 Engine Number: 11396730624812

Prod Date: 03/19/2003 Warranty Start Date: 11/20/2004

Grp	Fail	Major	Minor	Rsr
54	73	3	3	08

Close Agent: Field Closing Date: 09/29/2005

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

Involved Information

- [Redacted] - Driver, [Redacted], Purcellville, VA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business
- [Redacted] - Owner, [Redacted] Purcellville, VA [Redacted]
 [Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/12/2005 12:47:51 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 15370
Warranty Start Date: 11/20/2004
Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] contacted the CAC and expressed that they believe this vehicle meets the VA Lemon Law criteria. Both customers stated that they would like MBUSA, LLC to review their concerns with the authorized dealer before they take legal action.

According to [REDACTED], this vehicle has been to the authorized dealer 3x because of an alleged issue with the SRS light. They claim that the alleged malfunction is outstanding and therefore feel skeptical about the quality of this particular vehicle.

[REDACTED] also talked about past repairs to the AC system and an alleged vibration concern that was resolved by the dealer. Nevertheless, he remains dissatisfied with the quality of this vehicle. See warranty claims history.

cc: Gail Slaughter

Open Date: 09/13/2005 11:15:14 **Agent:** JOHN FREUND **Phone** **Note Type:** PC
Vehicle is presently in the dealership for evaluation.

Open Date: 09/15/2005 10:41:17 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Internet Corres. No. 278154:

Hi, Arnold

Thank you for your time today. To reiterate our conversation, this is our second attempt to finalize our quality and mechanical issues with our 2005 E500 Mercedes. I have had mechanical issues since the day that I purchased it (November 20, 2004) from Mercedes of Tysons Corner. After multiple issues, we met with our sales representative and finance manager in August 2005 to try to come to a resolution. The finance manager did involve Mercedes corporate; however, there was no resolution proposed.

As of today, my SRS system has failed 3 times since purchase. Please let this serve as our final request for a resolution with my vehicle.

Regards,

Rachel Moyer

Open Date: 09/15/2005 10:45:39 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

[REDACTED],

Thank you for your email.

Arrangements have been made for your concerns to be reviewed on a local level; you may expect further contact shortly, if not already

The opportunity to review this matter is appreciated.

Sincerely,

Arnold Almaguer
Customer Relations Liaison
Mercedes Benz USA, LLC
800-367-6372 ext. 4621

Open Date: 09/15/2005 11:50:13 **Agent:** JOHN FREUND **Phone** **Note Type:** PC

Writer spoke with the customer. Writer has spoken with MBUSA legal who agrees this customer should be removed from this vehicle before legal action is initiated. Writer will inspect the vehicle on Tuesday 9-20-05 for damages.

Open Date: 09/16/2005 16:26:38 **Agent:** Arnold Almaguer

Phone 4621

Note Type: PC

Another email from this customer was sent to the writer:

Hi, Arnold

I understand that the local and national representatives started to review today the situation with my car. I was told that there has not been a final decision. I am requesting as a final and second(to the August meeting at the dealership) request that Mercedes buyback my vehicle for 100% of the purchase price.

Thank you for this consideration.

Rachel

Open Date: 09/29/2005 10:47:02 **Agent:** JOHN FREUND

Phone

Note Type: RC

Customer has been removed from the vehicle.

Customer Assistance Referral

CA Ref ID: 183728 Priors: No Open Date: 09/12/2005 Status: CLS Last Update: 10/20/2005

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

City: La Habra Heights CA [Redacted] Corres ID: 278068

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

Service Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA Assign Agent: SOM - 28
 Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA
 Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J15A [Redacted]

Mileage: 24998 Engine Number: 11294931875110

Prod Date: 04/17/2003 Warranty Start Date: 09/05/2004

Grp	Fail	Major	Minor	Rsr
54	53	2	3	08

Close Agent: Field Closing Date: 10/20/2005

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

Involved Information

- [Redacted] Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted], Primary Business
 - [Redacted], Secondary Business
 - [Redacted], Secondary Fax
 - [Redacted], Secondary Business
- [Redacted] [Redacted], La Habra Heights, CA [Redacted]
 - [Redacted], Primary Mobile
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/12/2005 14:39:16 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC

Primary Phone: [REDACTED] William McGee Esq.

Current Mileage: 24998

Warranty Start Date: 09/05/2004

Previous CA Referrals:

Previous Summary Notes:

CORRES # 278068 is from William McGee Esq. is sent to 1 Mercedes Dr. address, letter is dated 9-7-05, addressed to 1 Mercedes Drive address, sent via USPS 1st Class Mail postmarked 9-7-05, CAC rec'd 9-12-05.

Included is a 4 page letter from Mr. McGee, Copies of RO's pertaining to subject VIN, copy of lessee's lease agreement and vehicle registration.

Mr. McGee writes that he represents owner [REDACTED], & alleges (in part) "the vehicle suffers from a serious defect & non-conformity to warranty, including but not limited to 3 separate repair attempts for SRS concern. Repair attempt #3 saw non-availability of SRS parts which has caused my client to wait more than 30 continuous days for installation of special ordered parts. [REDACTED] is willing to litigate this matter, however, he would prefer to resolve it short of filing a lawsuit. [REDACTED] is willing to return the subject vehicle to MB and settle this matter for a repurchase of the subject vehicle including restitution in the following amount: \$10,814.06. In addition, it will be required that MB satisfy the outstanding balance owing to the lien holder, MB Credit. If I do not hear from you by October 7, 2005, I shall assume MB is denying its obligations under the law and [REDACTED] will be left with no choice but to initiate legal proceedings."

Following email to SPOM Carl Partyka, cc: to Legal/Y.Chang: Dear Carl (& Yvette - For MBUSA Attorney's Information Only): Please review Case Notes 183728 below re: McGee for [REDACTED], as well as copy of attorney 's Corres. # 278068 scanned and attached at bottom. Thank you. Regards, Cynthia

Open Date: 09/12/2005 15:17:45 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC

S/M Fred Potter is assembling a chronology of [REDACTED] service file for C. Partyka to review prior to contacting William McGee.

Open Date: 09/29/2005 18:34:10 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC

C.Partyka placed a call to attorney, William McGee, 9/29/05, a message was left with his associate that I was reviewing his request for a buyback and would be back in contact with him as soon as possible

Open Date: 10/20/2005 14:28:24 **Agent:** CARL PARTYKA **Phone** **Note Type:** RC

C. Partyka reviewed the service file and spoke to Bill McGee 10/19/05, I explained that M/B would comply with his request to repurchase [REDACTED] vehicle, details were worked out and paper work is being processed.

7/16/2010

Customer Assistance Referral

CA Ref ID: 183851 Priors: No Open Date: 09/15/2005 Status: CLS Last Update: 10/19/2005

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

City: Chino Hills CA [Redacted] Corres ID: 278272

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

Service Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA Assign Agent: SOM - 28
Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA
Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70JX5A [Redacted]

Mileage: 12000 Engine Number: 11396730632307

Prod Date: 11/08/2002 Warranty Start Date: 01/30/2005

Close Agent: Field Closing Date: 10/19/2005

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

Grp	Fail	Major	Minor	Rsr
54	10	2	3	08

Involved Information

➤ [Redacted] - Owner, [Redacted], Chino Hills, CA [Redacted]
 [Redacted], Primary Residence
 [Redacted], Secondary Residence
 [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/15/2005 14:29:00

Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 12000

Warranty Start Date: 01/30/2005

Previous CA Referrals:

Previous Summary Notes: 927701

Received letter from [REDACTED] stating he feels his vehicle is a Lemon and is requesting it be replaced.

[REDACTED] stated concerns with the injection pump, SRS, Rear sun shade and misc. warning lights on the instrument cluster.

[REDACTED] stated the following in his letter " As a loyal and trustworthy customer, I expect the same in return from Mercedes-Benz to deliver a satisfactory vehicle. I request a replacement for my vehicle as I believe that is a satisfactory solution. Again, coming from a loyal Mercedes-Benz customer, I expect Mercedes-Benz to deliver a vehicle that is reliable and safe."

[REDACTED] states 5 visits in 6 months of ownership to address the above concerns, [REDACTED] did not state there is a specific issue or issues unresolved at the time the letter was written.

Letter being scanned and sent to Yvette Chang and SPOM

Open Date: 09/15/2005 18:22:53

Agent: CARL PARTYKA

Phone

Note Type: PC

S/M Fred Potter is reviewing service file and preparing a chronology for C Partake to review

Open Date: 10/18/2005 16:40:30

Agent: CARL PARTYKA

Phone

Note Type: PC

chronology has been reviewed by C Partyka, Fred Potter, S/M is attempting to contact customer to determine the current level of the vehicles performance.

Open Date: 10/19/2005 14:14:09

Agent: CARL PARTYKA

Phone

Note Type: RC

Fred Potter (S/M) spoke to [REDACTED], 10/18/05, he explained that based on a review of his current file MBUSA/House of Imports were not in a position to repurchase his car, he stated that he understood and further that the vehicle was currently performing to his expectations, he will contact Fred Potter if any issues develop in the future.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184090 Priors: No Open Date: 09/22/2005 Status: CLS Last Update: 10/21/2005

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

City: Hockessin DE [Redacted] Corres ID:

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 1 Market: 2

Service Retailer: 12101 MERCEDES-BENZ OF WIL WILMINGTON DE Assign Agent: SOM - 30
Orig Retailer: 12101 MERCEDES-BENZ OF WIL WILMINGTON DE
Sell Retailer: 12101 MERCEDES-BENZ OF WIL WILMINGTON DE

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005

World VIN: WDBUF83J35X [Redacted]

Mileage: 5367 Engine Number: 11396930615535

Prod Date: 03/11/2004 Warranty Start Date: 03/11/2005

Grp	Fail	Major	Minor	Rsr
54	52	2	3	16

Close Agent: Field Closing Date: 10/21/2005

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

Involved Information

- > [Redacted], [Redacted] Hockessin, DE [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 09/22/2005 10:48:38 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 5367
Warranty Start Date: 03/11/2005
Previous CA Referrals:

Previous Summary Notes:

[Redacted] called in and alleged that dealer is unable to resolve issue of SRS light coming on. He stated vehicle has been in multiple times for issue, dealer "reset" sensor and reruns vehicle. He stated dealer advised him that "MB is aware" of issue, that part(s) may not be available for months, that vehicle may be used as airbags will deploy.

Writer did advise customer that MB does not recommend driving vehicle with SRS light on.

Open Date: 09/22/2005 14:44:50 Agent: William Maher Phone 6250 Note Type: PC

B/O Part request sent to PAC:

Open Date: 09/22/2005 14:54:56 **Agent:** GARY COX **Phone** 7123 **Note Type:** PC
SPOM reviewed notes and requested to review file with the service manager. In process of scheduling.

Open Date: 09/22/2005 16:05:39 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
Update from PAC:

"The SRS problem that customer is having is not a parts issue. It is a service issue that TAC is waiting for a resolution from Germany."

Open Date: 10/03/2005 16:17:00 **Agent:** GARY COX **Phone** 7123 **Note Type:** PC
dealer received adapter wires for SRS harness. Dealer to call owner and schedule repair.

Open Date: 10/17/2005 21:12:28 **Agent:** GARY COX **Phone** 7123 **Note Type:** PC
per service director-owner was scheduled to bring vehicle in on 10-11-05 to have part installed, owner did not show up. Appointment coordinator called owner today and re-scheduled owner for 10-21-05.

Open Date: 10/21/2005 14:11:05 **Agent:** GARY COX **Phone** 7123 **Note Type:** RC
Owner came into dealership on 10-20-05 and had the SRS connector installed. Owner has received his vehicle back and is satisfied.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184186 Priors: No Open Date: 09/26/2005 Status: CLS Last Update: 10/04/2005

Address: [Redacted]

Title: [Redacted]
Phone: [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: 17302 R B M OF ATLANTA, IN ATLANTA GA Assign Agent: SOM - 23

Orig Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA

Sell Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X16A [Redacted]

Mileage: 2600 Engine Number: 11396730683146

Prod Date: 07/31/2002 Warranty Start Date: 05/31/2005

Grp	Fail	Major	Minor	Rsr
82	53	1	3	05

Close Agent: Field Closing Date: 10/04/2005

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

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 09/26/2005 09:44:40 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 2576

Warranty Start Date: 05/31/2005

Previous CA Referrals:

Previous Summary Notes: 923873

[Redacted] claims that he doesn't feel safe driving this vehicle, and he wants to be given a new one. He claims the vehicle is brand new and the SRS light has already been on, and the horn doesn't work now. He claims the vehicle is too new to be having safety issues, and electrical problems.

[Redacted] is requesting to be taken out of this vehicle and given a new one. He claims he got rid of his CLK because it had way too many problems, and he never complained about it, however this vehicle is too expensive to just ignore it.

Open Date: 09/26/2005 12:33:42 Agent: MICHAEL ELLIS Phone Note Type: RC

Spom to contact dealer for more information.

Open Date: 09/27/2005 15:29:08 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** RC

Spom spoke with service mgr regarding clients concern. Dealer advises that SRS light was caused by prior steering column repair when clockspring and steering wheel control were not properly re attached.

Service mgr to contact client and review with him and advise that trade assist would not be offered .

Open Date: 09/29/2005 09:33:20 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

██████████ contacted the CAC wishing to express dissatisfaction with the C-Class loaner vehicle provided. "I have to pick-up my nice/nephew and do not feel safe in a C-Class. I requested to SUV and they said they do not have any available. I just wanted to add another complaint to the file".

Writer advised we will document concerns.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184188 Priors: No Open Date: 09/26/2005 Status: CLS Last Update: 10/24/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Lincoln NE [Redacted] Corres ID:

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 4 Market: 9

Service Retailer:00444 CHICAGO RGN Assign Agent: SOM - 30

Orig Retailer: 48101 HUSKER AUTO GROUP, I LINCOLN NE

Sell Retailer: 48101 HUSKER AUTO GROUP, I LINCOLN NE

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X06A [Redacted]

Mileage: 4605 Engine Number: 11396730664297

Prod Date: 03/12/2003 Warranty Start Date: 03/31/2005

Grp	Fail	Major	Minor	Rsr
27	52	3	3	13

Close Agent: Field Closing Date: 10/24/2005

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

Involved Information

- > [Redacted] - Owner, [Redacted] Lincoln, NE [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/26/2005 10:09:20

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 4605

Warranty Start Date: 03/31/2005

Previous CA Referrals:

Previous Summary Notes: 259168, 326038, 881934, 932027

Alleged Unintended Acceleration

The following information was taken by Roadside Assistance Representative Ricardo Camacho.

"Customer [REDACTED] alleges he was stopped at a traffic light, with his foot on the brake, the engine revved up and the vehicle shot forward. Customer stated he was not involved in any accident but almost the vehicle in front on him if his foot was not firmly on the brake. Writer offered to have vehicle towed to the dealer and customer refused. Customer stated he turned vehicle off and on and it drove fine. Customer stated he will call his purchasing dealer to check if he can drive vehicle in today. Writer again advised to have vehicle towed and customer again refused. Customer will call purchasing dealer and call back RAP if he still needs assistance."

Writer opened referral to the Region as vehicle was not towed or presently at a Mercedes-Benz dealership.

CC: Frank Berenz, Gary Bowne, Regina Cila, Tom Brunner

Open Date: 09/26/2005 14:21:58

Agent: John Hart

Phone 4669

Note Type: PC

Internet inquiry

"E-mail: [REDACTED]

Comments: Mercedes Benz USA needs to be aware of a strange and very dangerous problem that I had today with my 2006 CLS500. I was stopped at a stop light in heavy traffic, Luckily I had my foot on the brake, the car made a clunk sound, (I thought that someone hit me) the next thing I knew, the vehicle accelerated, my tires squealed and my tach revved up, again luckily my foot was on the brake. I quickly turned off the ignition, and it stopped. I re-started and it was ok. I called the tele aid and they told me they could not do anything until Monday morning and not to drive it. I told them I needed to use my car and I was actually driving home at the time. I called the manager at the dealership, Bob Basse, at Husker Auto group and he told me to bring it in right away and he would give me a loaner car. I did that, and the car is at the dealership. The more I think about this, I feel how lucky I was that I did not hit any of the cars in front of me, or along side and injure someone, or my self. This was a very dangerous situation. I had noticed since I purchased this car in March, that it automaticly shifts hard, in fact it is the one thing that I dislike about the car. Three weeks ago I took the car in for service as the srs light came on, I told them about the problem shifting and they said they re-set the computer and it would be fine. It still shifts hard, jerking from a stop. I thought that that was the way it was. I feel, now that maybe that is part of the problem. Needless to say I'm very uncomfortable with this car right now. I feel that the car is a safety hazzard and that Mercedes Benz USA needs to be aware of this problem. Please advise

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext: "

Open Date: 10/03/2005 09:44:55

Agent: Charles Harper

Phone

Note Type: PC

I have contacted dealer and owner. At this time car is at dealership waiting to have a valve body installed for shifting complaint. Dealer to let me know what that is completed.

Open Date: 10/10/2005 08:52:46

Agent: Charles Harper

Phone

Note Type: PC

Checked back with dealer. Valve body did not correct the shifting problem. TAC wants dealer to replace transmission. It is on order at this time. Dealer to advise when they get it in.

Open Date: 10/24/2005 10:18:42

Agent: Charles Harper

Phone

Note Type: RC

New transmission was installed per TAC. I contacted customer today. He has only driven the car about 150 miles. It has been fine. Suggested driving in the "C" setting. He still has my number and will let me know if he has any questions or problems.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184415

Priors: Both

Open Date: 09/30/2005

Status: CLS

Last Update: 10/07/2005

Salinas Valley Corp

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: San Jose

CA [REDACTED]

Corres ID:

Agent: John Hart

Phone: 4669

Orig By: P

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: N Mailgram Sent: N

DBAG VIN: 2193751A [REDACTED] Model: CLS500C 2006

World VIN: WDDDJ75X66A [REDACTED]

Mileage: 3300 Engine Number: 11396730658942

Prod Date: 02/21/2003 Warranty Start Date: 04/08/2005

Grp	Fail	Major	Minor	Rsr
26	21	3	3	08

Close Agent: Field Closing Date: 10/07/2005

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

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 09/30/2005 15:50:47

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 3300

Warranty Start Date: 04/08/2005

Previous CA Referrals:

Previous Summary Notes:

Technical Assistance Requested

Customer contacted the CAC alleging this is the 3rd time the above referenced vehicle will visit the work shop for a transmission malfunction.

"The transmission jerks. At what point does it become a Lemon".

"The dealer said they are unable to fix the transmission and call the CAC to open a case. Mercedes is aware of it however there is currently no fix, at this time".

Additionally, customer claims that the tire pressure monitoring system is currently malfunctioning and SRS light is on.

Writer advised customer concerns will be documented and reviewed, please allow several business days for communication to occur.

CC: Janet Charles

Open Date: 10/04/2005 10:14:20

Agent: ADAM NODERER

Phone

Note Type: PC

SPOM Chris Carter sent a message to the dealership asking for the status of the vehicle.

Open Date: 10/04/2005 11:26:20

Agent: kenneth fletcher

Phone

Note Type: PC

SPOM: Maarko Fletcher received the following e-mail from the dealer:

Maarko,
on the open CAC cases Salinas Valley is here now and we looked at it yesterday, I will update you today when I have a complete report. On Debarling, we have an appointment on 10/5 for this customer. If you need any more info let me know.

Thanks

Marc

Open Date: 10/07/2005 12:34:58

Agent: ADAM NODERER

Phone

Note Type: RC

Per notes from Service Manager a new transmission is on order per EDAC. They replaced the contact spiral for the SRS lamp issue and repaired a flat or leaking tire to address the TPM system.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184443 Priors: Both Open Date: 10/03/2005 Status: CLS Last Update: 10/11/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Potomac Falls VA [Redacted] Corres ID:

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

Service Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON VA Assign Agent: SOM - 22
Orig Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON VA
Sell Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON VA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005
World VIN: WDBUF70J85A [Redacted]
Mileage: 12000 Engine Number: 11396730610282
Prod Date: 04/13/2004 Warranty Start Date: 12/22/2004

Grp	Fail	Major	Minor	Rsr
54	73	2	3	08

Close Agent: Field Closing Date: 10/11/2005
Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted] Potomac Falls, VA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
- > [Redacted] - Driver, [Redacted], Potomac Falls, VA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/03/2005 09:21:12 Agent: Carol Pantua Phone 4635 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 12000
Warranty Start Date: 12/22/2004
Previous CA Referrals:

Previous Summary Notes:

[Redacted] called and alleges that vehicle is in American Service Center for the 3rd time regarding SRS concerns. Customer claims he allegedly had numerous other concerns as well, this is his 1st Mercedes, intended on being part of the Mercedes family for the long run, but is now "losing faith." Customer requests that his vehicle be replaced or bought back.

Writer advised customer that concern would be documented and reviewed. Writer advised customer that he can speak with SM as well, since customer claims that he has not done so already.

cc: Gail Slaughter

Open Date: 10/05/2005 11:03:13 **Agent:** JOHN FREUND **Phone** **Note Type:** PC
Vehicle is presently in the shop for repairs.

Open Date: 10/07/2005 09:37:50 **Agent:** Honora Duffy **Phone** 6307 **Note Type:** PC
[REDACTED] called asking for our address & name of CEO/President "so my attorney can send a letter"
I gave him what he requested.

Open Date: 10/11/2005 09:35:02 **Agent:** JOHN FREUND **Phone** **Note Type:** PC
Vehicle is repaired. Writer will call customer to discuss.

Open Date: 10/11/2005 10:10:49 **Agent:** JOHN FREUND **Phone** **Note Type:** RC
Writer spoke with [REDACTED]. The customer has agreed to wait and see if the latest repair corrected the problem with the vehicle. Writer agreed we could have further discussions if the vehicle continues to have problems.

Customer Assistance Referral

CA Ref ID: 184478 Priors: No Open Date: 10/03/2005 Status: CLS Last Update: 10/13/2005

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

City: Las Vegas NV [Redacted] Corres ID: 279666

Agent: Lois Grillo Phone: 4627 Orig By: M Orig CD: HO Region: 3 Market: 6

Service Retailer: 49702 FLETCHER JONES IMPOR LAS VEGAS NV Assign Agent: SOM - 30
 Orig Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA
 Sell Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J55A [Redacted]

Mileage: 11162 Engine Number: 11294931842451

Prod Date: 10/08/2003 Warranty Start Date: 12/31/2004

Grp	Fail	Major	Minor	Rsr
07	73	3	3	08

Close Agent: Field Closing Date: 10/13/2005

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

Involved Information

- [Redacted] - Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Fax
 - [Redacted] Secondary Business
 - [Redacted] Expired Business
 - [Redacted] Expired Fax
- [Redacted], [Redacted] Las Vegas, NV [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/03/2005 16:03:44 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 11162
Warranty Start Date: 12/31/2004
Previous CA Referrals:

Previous Summary Notes:

Attorney, Steve B. Mikhov of Consumer Legal Services, sent a demand letter dated 9-30-05 via US mail (postmarked 9-30-05) received in CR 10-03-05 and attached MB Credit lease agreement & dealer service invoices.

Attorney advises that he represents [REDACTED] regarding her 2005 E320. Attorney alleges at least 8 repair attempts in violation of the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. Attorney alleges electrical issues including check engine light, SRS, cruise control, vibration/shake at idle, phone and Navi. malfunctions.

Attorney demands repurchase/replacement of the vehicle and payment of attorney fees and costs. Attorney advises that all communications regarding this matter must be directed to his office.

Note - customer purchased car in CA & lives in NV.

CC: Yvette Chang

Open Date: 10/03/2005 16:36:27 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC
Yvette Chang emailed referral and letter this date/time. SPOM Andrew Homer emailed letter this date/time.

Open Date: 10/03/2005 16:38:17 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC
send attorney mailgram to Steve B. Miklhov at Consumer Legal Services

Open Date: 10/03/2005 19:26:36 **Agent:** ANDREW HOMER **Phone** **Note Type:** PC
SPOM called attorney S. Mikhov and advised we are reviewing the vehicle's service file.

Open Date: 10/13/2005 15:22:01 **Agent:** ANDREW HOMER **Phone** **Note Type:** RC
SPOM has bought car back.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184626 Priors: No Open Date: 10/06/2005 Status: CLS Last Update: 10/26/2005

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

City: Cerritos CA [Redacted] Corres ID: 279338

Agent: James Dowles Phone: 4628 Orig By: E 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: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J66A [Redacted]

Mileage: 11000 Engine Number: 27296430043334

Prod Date: 04/07/2004 Warranty Start Date: 03/26/2005

Grp	Fail	Major	Minor	Rsr
83	53	2	3	08

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

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

Involved Information

- > [Redacted] - Owner, [Redacted], Cerritos, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/06/2005 14:21:20

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 11000

Warranty Start Date: 03/26/2005

Previous CA Referrals:

Previous Summary Notes: 932870

[REDACTED] sent email (corres # 279338) seeking technical assistance with alleged air conditioning concerns.

Customer's email:

"To Whom it May Concern,

My name is [REDACTED]

My client number is 137594 and VIN number is WDBUF56J66A [REDACTED] If you have access to my profile, you can see that I took my Mercedes Benz E350 for service to the House of Imports in Buena Park, CA five times. I purchased this vehicle on 03/26/2005 from South Bay Mercedes.

The first time was on 04/23/2005. I had the Miles Out service performed and everything checked out fine.

The second time was on 08/23/2005. The SRS light came on and the air conditioner was leaking. The actual hose had a hole in it. The parts were not in stock so I had to wait for the parts and returned on the 30th of August.

The third time was on 08/30/2005. The AC was not cold and the hose was leaking. The AC hose was replaced, but the AC still was not cold.

The fourth time was on 09/08/2005. The engine light came on and the AC was not cold. The Technician found something wrong and corrected it. The AC had a leak. The AC still was still not cold.

The fifth time was on 09/22/2005. The Technician stated that there was No Fault in the system. I was charged \$54.49 to have a Technician tell me that the car is O.K. The Auxiliary fan is noisy when the engine is cold and the AC is placed in the Auto Mode. The noise is loud and almost unbearable. This is not O.K. I bought a car not an airplane.

I have owned many cars over the years and I know that this sound can not be normal. I have owned Lexus, Acura and BMW's all of them did not have this much trouble.

You may contact me at the following number [REDACTED] during regular business hours.

Thanks,

[REDACTED]

Writer contacted customer and he claimed "My air conditioning still doesn't work, I just want cold air, nothing more."

Customer seeking technical assistance.

Open Date: 10/07/2005 10:09:44

Agent: CARL PARTYKA

Phone

Note Type: PC

S/M is attempting to contact customer to review A/C issues

Open Date: 10/26/2005 18:14:46

Agent: CARL PARTYKA

Phone

Note Type: RC

Service Director Steve Usary spoke to customer on 10/20/05, they will set an appointment at their convenience to bring their vehicle to have the outstanding concerns addressed, they were requested to seek out Steve Usary when they brought the car in, he will follow up on any needed repairs.

Customer Assistance Referral

CA Ref ID: 184725 Priors: Cus Open Date: 10/10/2005 Status: CLS Last Update: 01/03/2006

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

City: Burlingame CA [REDACTED] Corres ID:

Agent: Reina Rojas Phone: 6367 Orig By: P Orig CD: HO Region: 6 Market: 1

Service Retailer: 05675 PARK AVENUE MOTORS PALO ALTO CA Assign Agent: SOM - 27
 Orig Retailer: 05103 MODESTO EUROPEAN MODESTO CA
 Sell Retailer: 05103 MODESTO EUROPEAN MODESTO CA
 Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [REDACTED] Model: CLS500C 2006
 World VIN: WDDDJ75X06A [REDACTED]
 Mileage: 15254 Engine Number: 11396730658373
 Prod Date: 01/08/2003 Warranty Start Date: 03/22/2005

Grp	Fail	Major	Minor	Rsr
27	10	3	3	13

Close Agent: Field Closing Date: 01/03/2006
 Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- [REDACTED] - Owner, [REDACTED] Burlingame, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Expired Residence
- [REDACTED] Representative, [REDACTED], San Carlos, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/10/2005 16:01:48 **Agent:** Reina Rojas **Phone** 6367 **Note Type:** PC

Primary Phone: [REDACTED]

Current Mileage: 15,254

Warranty Start Date: 03/22/2005

Previous CA Referrals: 135097, 154646

Previous Summary Notes: 545619, 547096

[REDACTED] called CAC alleging his vehicle has been at dealer 05675 for twenty-eight (28) days and that he will "invoke the Lemon Law" on the thirtieth (30th) days.

Customer claimed he brought vehicle to dealer for "SRS warning lamp on, transmission not shifting properly and outside temperature gauge inoperable" and claimed dealer advised "they don't know when parts for transmission will be available". Customer expressed his "dissatisfaction" with the quality of the vehicle and stated that he will "never buy another Mercedes-Benz". Customer alleged he will contact his lawyer on the thirtieth (30th) day to invoke the Lemon Law.

Cc: Janet Charles

Open Date: 10/13/2005 01:47:57 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

SPOM e-mailed the Service Manager requesting that he contact the customer to let him know he is working on his concern. SPOM also recommended that the Service Manager contact Rick Zollman to see if he can assist with expediting this customer's parts.

Open Date: 10/13/2005 15:24:34 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC

Received letter dated 10/12/05 via fed ex on 10/13/05 from attorney David T. Moutoux representing Albert Guibara owner of this vehicle.

Attorney states his letter is to serve as formal notification under the California Tanner Consumer Protection Act and is requesting this vehicle be replaced do to alleged non conformities causing the vehicle to allegedly be down for more than 30 days. Attorney is requesting direct contact at 650-548-0324 to discuss.

Copy of letter being sent to Ken Fletcher SPOM covering this dealer and also to Janet Charles.

Acknowledgement letter being sent to attorney.

Open Date: 10/24/2005 16:52:13 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

Service Manager advised the SPOM that Technical Specialist, Mike Frates, inspected this customer's car on Friday, October 21. The TS determined that the noise the customer was complaining about was normal valve train noise.

The dealer advised him that his windshield concern was related to outside influence, i.e. impact.

Dealer said they would touch-up the paint flaws.

Open Date: 10/24/2005 18:43:05 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

SPOM spoke with Janet Charles to advise her the he had reviewed the customer's file and that MB should consider the car for repurchase.

Janet is waiting for the customer's attorney response to her letter. She also said she would call the SPOM tomorrow to discuss this case in more detail.

Open Date: 12/22/2005 18:25:24 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

Car will be repurchased by MBUSA

Open Date: 01/03/2006 19:37:19 **Agent:** kenneth fletcher **Phone** **Note Type:** RC

SPOM will repurchase this customer's car.

Customer Assistance Referral

CA Ref ID: 184793 Priors: Both Open Date: 10/12/2005 Status: CLS Last Update: 10/26/2005

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

City: Aldie VA [Redacted] Corres ID:

Agent: Reina Rojas Phone: 6367 Orig By: P Orig CD: HO Region: 1 Market: 1

Service Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA Assign Agent: SOM - 22
 Orig Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA
 Sell Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
 World VIN: WDBUF56J36A [Redacted]
 Mileage: 10000 Engine Number: 27296430028019
 Prod Date: 04/22/2004 Warranty Start Date: 03/31/2005

Grp	Fail	Major	Minor	Rsr
54	73	2	3	08

Close Agent: Field Closing Date: 10/26/2005
 Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- [Redacted] [Redacted] Aldie, VA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
- [Redacted] - Driver, [Redacted], Aldie, VA [Redacted]
 - [Redacted] Primary Mobile
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/12/2005 12:25:36

Agent: Reina Rojas

Phone 6367

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 5982

Warranty Start Date: 03/31/2005

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] called CAC alleging he will invoke "Lemon Law" claiming he has taken his vehicle four (4) times for "low engine oil level" and three (3) times for SRS warning lamps on to dealer 80215 and issue remains the same.

Customer alleged vehicle was at dealership since 10/6/05 for repairs and allegedly received a call last night from dealer advising that vehicle was ready for pick up. [REDACTED] claimed "the first low engine oil warning lamp came on at 800 miles...the second time a couple of thousand miles...the third time at 5K miles and the last time at 10K miles... the low engine oil & SRS come on at different times so I have to take time from my customers to bring vehicle to dealer". Customer stated "in the state of VA if the same problem occurs 3 times the vehicle is a lemon...I already discusses that with my attorney". Customer then claimed that he is "very unhappy" with vehicle...that he wanted to purchase a "reliable and safe" vehicle and that if issue is not resolved, he will contact his lawyer and invoke the "lemon law".

Customer claimed he is picking up vehicle from dealer this afternoon.

Writer apologized to customer for inconvenience and advised I would document his concerns and share it with the appropriate individuals.

cc: G. Slaughter

Open Date: 10/26/2005 10:43:35

Agent: JOHN FREUND

Phone

Note Type: RC

Vehicle has been repaired and returned to the customer. Service Manager reviewed need repairs with the customer and the customer is satisfied the vehicle is repaired.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184869 Priors: Both Open Date: 10/14/2005 Status: CLS Last Update: 10/19/2005

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

City: Fresh Meadows NY [Redacted] Corres ID: [Redacted]

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 5 Market: 1

Service Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY Assign Agent: SOM - 23
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: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X66A [Redacted]
Mileage: 10000 Engine Number: 11396730655983
Prod Date: 06/10/2003 Warranty Start Date: 03/18/2005

Grp	Fail	Major	Minor	Rsr
54	52	2	3	05

Close Agent: Field Closing Date: 10/19/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

>	[Redacted]	[Redacted]	Fresh Meadows, NY	[Redacted]
	[Redacted]	Primary		Residence
	[Redacted]	Secondary		Residence
	[Redacted]	Secondary		Residence
	[Redacted]	Expired		Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/14/2005 10:18:57 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 10000
Warranty Start Date: 03/18/2005
Previous CA Referrals:

Previous Summary Notes:

Customer called the CAC seeking MBUSA technical assistance for his 2006 CLS500.

Customer states that he is having ongoing issues with his Keyless go, the SRS system and his COMMAND unit.

He states that often he is not able to get into the vehicle because the doors will not unlock. He also states that the navigation and audio "have completely shut off" and yesterday his SRS light came on.

Customer informed writer that the vehicle is currently at Rallye Motors now for these issues. Writer informed him that he would document and forward his concerns.

Open Date: 10/17/2005 20:20:54

Agent: STEVE DENNIS

Phone

Note Type: PC

Information sent to dealer.

Open Date: 10/19/2005 16:51:37

Agent: STEVE DENNIS

Phone

Note Type: RC

Dealer has repaired the customers concerns for Keyless Go and SRS.

7/16/2010

Customer Assistance Referral

CA Ref ID: 184910 Priors: Cus Open Date: 10/17/2005 Status: CLS Last Update: 10/27/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Troy MI [Redacted] Corres ID:

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 4 Market: 4

Service Retailer: 39121 MERCEDES-BENZ OF ROC ROCHESTER MI Assign Agent: SOM - 24
Orig Retailer: 39121 MERCEDES-BENZ OF ROC ROCHESTER MI
Sell Retailer: 39121 MERCEDES-BENZ OF ROC ROCHESTER MI

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X16A [Redacted]
Mileage: 200 Engine Number: 11396730703373
Prod Date: 03/06/2002 Warranty Start Date: 09/27/2005

Grp	Fail	Major	Minor	Rsr
15	73	3	3	08

Close Agent: Field Closing Date: 10/27/2005
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] Primary Residence
[Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/17/2005 09:50:04 Agent: Robyn Letz Phone 6209 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 200
Warranty Start Date: 09/27/2005
Previous CA Referrals: 159675

Previous Summary Notes: 585250, 604852, 626656

[Redacted] called the CAC.

Customer requests technical assistance for repair of SRS. light. Customer is also looking for compensation for down time

Customer alleges vehicle was repaired twice for this issue and dealer gave him the information for the TAC case they opened on last repair.

Customer claims SRS light is on again, has not called the dealer, wants dealer to come pick up the vehicle and bring him a loaner vehicle.

Writer advised that this service would have to be arranged through dealer, suggested customer call them, but customer wants dealer to call him .

Open Date: 10/18/2005 12:41:33 **Agent:** DAMON BLAKEMORE **Phone** **Note Type:** PC
SPOM spoke with SM regarding customer. SPOM directed SM to TAC. SM contacted TAC to alert them of situation. SM also spoke with TS D. Price. TS is scheduled to be at dealer for this customer concern on 10/25 or 10/26.

Open Date: 10/27/2005 16:38:59 **Agent:** DAMON BLAKEMORE **Phone** **Note Type:** RC
SPOM spoke with SM regarding customer. TS D. Price was at dealer on 10/26. He discovered a loose connection on the right rear airbag sensor. Connection was repaired and vehicle was released to customer on 10/27. Close.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185111 Priors: Both Open Date: 10/21/2005 Status: CLS Last Update: 01/03/2006

Address: [Redacted]

Title:

Phone: 949-640-1985

Residence

City: Corona Del Mar

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: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J86A [Redacted]

Mileage: 1688

Engine Number: 27296430093511

Prod Date: 04/07/2004

Warranty Start Date: 07/22/2005

Grp	Fail	Major	Minor	Rsr
54	S3	2	3	03

Close Agent:

Field Closing Date: 01/03/2006

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

- > [Redacted] Owner, [Redacted], Corona Del Mar, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Business
- > [Redacted] [Redacted] Corona Del Mar, CA [Redacted]
 - [Redacted] Secondary Residence
- > [Redacted] - Representative, [Redacted], Newport Beach, CA [Redacted]

Customer Assistance Referral -- Full Notes

Open Date: 10/21/2005 14:31:35 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 1000
Warranty Start Date: 06/15/2005
Previous CA Referrals: None

Previous Summary Notes: [REDACTED]

Writer contacted customer at the suggestion of Roadside Team Leader, Mark Allen.

[REDACTED] claims the vehicle allegedly accelerated unintentionally while she was parking in a lot at her local grocery store. She stated that she was belted and the front vehicle was damaged because it hit the parking divider. She claims the airbags didn't deploy.

[REDACTED] stated that she didn't get injured. She is curious to know what actually happened because she believes the vehicle is at fault. She stated that she does not have a police report. She stated that she did contact her insurance company, Allstate, but didn't have a claim number at this point in time.

[REDACTED] stated that the vehicle is at Fletcher Jones in Newport Beach and the body shop manager is involved.

cc: G. Bowne, T. Brunner, R. Cila, and F. Berenz.

Open Date: 10/21/2005 20:18:04 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** PC
Awaiting direction from product compliance.

Open Date: 11/01/2005 10:30:04 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Hi Scott,

Please have the dealer check the vehicle after the body shop repairs are complete.

Thanks,

Gary H. Bowne
Department Manager
Product Compliance, Analysis & Safety Engineering
One Mercedes Drive
Montvale, NJ 07645
Phone: (201) 573-2719
Fax: (201) 476-2866
Cell: (201) 218-2077
email: bowneg@mbusa.com

Open Date: 11/14/2005 17:41:24 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC
Tizoc Ortiz, Fletcher Jones Body Shop, called the CAC stating that [REDACTED] spoke with him regarding his wife's accident and alleging that the vehicle accelerated unintentionally causing her to hit a wall. Writer provided my #800 to Tizoc who asked [REDACTED] to call me.

Open Date: 11/14/2005 17:45:41 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC
[REDACTED] called writer and alleges that his wife was parked in a shopping area in Newport Beach and claims that she stepped on the "brake and the car proceeded and she hit the wall. [REDACTED] states that the accident happened on 10-22-05 and the vehicle was towed to Fletcher Jones for repair.

[REDACTED] claims that there was no police report and that he reported the incident to MVD and to All State Insurance (his carrier). [REDACTED] states that his wife was not hurt and that the airbags did not deploy. [REDACTED] requests inspection of vehicle.

(note writer did referral #185805 which was cancelled; when it was determined that a referral had been previously opened.

Open Date: 11/15/2005 19:15:15 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** VC
VIN change, was entered incorrectly.

Open Date: 11/17/2005 18:06:22 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Tizoc Ortiz called back regarding this matter; Tizoc claims that the customer and his insurance company are refusing to have repairs done UNTIL MBUSA inspects the car. Tizoc states that the T/S is here today and knows nothing about this matter.

Writer suggested that he ask the T/S to speak with the SPOM.

Writer gave SPOM a heads up.

Open Date: 11/23/2005 15:23:47 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

T/S to schedule inspection.

Open Date: 01/03/2006 16:40:42 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC

Vehicle repaired and inspected by dealer. Hermann Stehling, TS, oversaw inspection and reviewed dealers findings. Vehicle operated as designed and no defect was found that may have caused or contributed to the accident.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185222 Priors: No Open Date: 10/26/2005 Status: CLS Last Update: 11/08/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: New York NY [Redacted] Corres ID: 281428

Agent: Cynthia Feuss Phone: 6289 Orig By: M Orig CD: H0 Region: 5 Market: 1

Service Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY Assign Agent: SOM - 23

Orig Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY

Sell Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X16A [Redacted]

Mileage: 2671 Engine Number: 11396730670901

Prod Date: 03/24/2004 Warranty Start Date: 08/23/2005

Grp	Fail	Major	Minor	Rsr
10	10	2	3	14

Close Agent: Field Closing Date: 11/08/2005

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

Involved Information

➤ [Redacted], [Redacted] New York, NY [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/26/2005 10:23:43 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 2671
Warranty Start Date: 08/23/2005
Previous CA Referrals:
Previous Summary Notes:

CORRES # 281428 is a faxed letter to Paul Halata.

Owner alleges her CLS500C is a "lemon". Owner alleges she has been for service 3x and had to make another appt. today for "new and recurring problems. It is so disappointing and frustrating to have to do this every other month. Something fair has to be done here. Not only do I have a lemon for a car but MB is not willing to help me and is asking me for more money for the lemon (in increase lease mileage)."

owner alleges when she purchased the vehicle the sales person suggested that she take 12k miles per year; states she is not happy with the 12k miles and wants to change it to 15k miles and was told by MBC that she has to purchase the extra miles.

Owner alleges upon purchase there was a chip in the paint on the front bumper. Owner claims "if MB is not willing to give me a new rental (which is basically what I want) and if they are not willing to compromise then I will write to every car magazine and newspaper until it is clearly understand that MB sucks. As President of MB, what are you willing to do for me....the customer...who brings revenue to the company and contributes to your paycheck. I await your response."

FOLLOWING EMAIL TO SPOM, CC: LEGAL A. ZEPH: Dear Steve, (& Anthony: FOR MBUSA ATTORNEYS INFORMATION ONLY): Scanned & attached above is Corres # 281428 from owner [REDACTED] who alleges her vehicle is a "lemon" and who wants the mileages terms of her MB Credit contract changed from 12k to 15k annually. Thanks for your attention to this case. Regards, Cynthia

Open Date: 10/26/2005 13:40:18 **Agent:** STEVE DENNIS **Phone** **Note Type:** PC

Information sent to dealer.

Open Date: 10/27/2005 14:57:54 **Agent:** STEVE DENNIS **Phone** **Note Type:** PC

Below is a breakdown of the service history of this vehicle:

Delivery Date: 8\23\2005

Repair Date: 8\16 (Prior to customer delivery)
Repair Order opened on 8\16 and closed on 8\19
ESP light on, dealer replaced steering control module.

Repair Date: 9\22
Vehicle was in the shop for 4 days (Repair Order Close Date: 9\26)
Welcome Visit

Customers Complaint: Rear hat shelf rattles when the radio is on, insult hat shelf.
Wipers chatter, adjust.
SRS light stays on, R&R steering column and adjust pin connectors.
Speaker crackling noise, remove door panel and insulate.
Noise from brakes, Dealer inspected. Vehicle operating as designed with SBC braking system.

Repair Date 10\13
Repairs performed by MB Manhattan
Dealer replaced front wiper blade.

Customer canceled service appointment for 10\27

Open Date: 10/27/2005 15:05:43 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC

EMAIL FROM SPOM: Cynthia, Below is a breakdown of the service history of this vehicle, I see no justification of any financial assistance for this customer. Please prepare the appropriate response to the customer and have Anthony review before mailing letter to customer.

MY EMAIL REPLY TO SPOM: Dear Steve, Per our department guidelines pertaining to Cases, CAC Reps are not to respond in writing unless owner requests same following SM or SPOM's verbal contact with owner relaying our position. That is to say, the response to the case, (per the mailgram sent to owner upon case opening) is supposed to come from "our local representative". Please confirm that you or SM have verbally relayed our position to owner and if owner requested that we put that response in writing. Thank you and have a good afternoon. Regards, Cynthia

Open Date: 11/08/2005 16:42:50 **Agent:** STEVE DENNIS **Phone** **Note Type:** RC

Rallye Motors management reviewed the matter, since this customer is a first time Mercedes Benz owner they will make a goodwill offer to forward her the funds for the mileage increase in her lease agreement. Service Director contacted the owner to discuss the proposition from the customer and the customer was so taken back by the offer that Rallye Motors has exceeded my expectations and will buy many more vehicles from the dealer in the future.

Customer Assistance Referral

CA Ref ID: 185485 Priors: Both Open Date: 11/03/2005 Status: CLS Last Update: 11/08/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Delray Beach FL [Redacted] Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL Assign Agent: SOM - 24
 Orig Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL
 Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2005
 World VIN: WDBUF76J35A [Redacted]
 Mileage: 6000 Engine Number: 11399060041707
 Prod Date: 10/24/2003 Warranty Start Date: 05/14/2005

Grp	Fail	Major	Minor	Rsr
15	52	3	3	08

Close Agent: Field Closing Date: 11/08/2005
 Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- [Redacted], [Redacted], Delray Beach, FL [Redacted]
 - [Redacted], Primary Mobile
 - [Redacted], Secondary Residence
- [Redacted] Owner, [Redacted] Delray Beach, FL [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Expired Business
 - [Redacted], Expired Residence
 - [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/03/2005 09:38:23

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: 5617036518

Current Mileage: 6000

Warranty Start Date: 05/14/2005

Previous CA Referrals: 86123

Previous Summary Notes:

██████████ phoned the CAC requesting MBUSA assistance in repairs to this vehicle. Customer alleges, "If I have one more problem with this car, I don't want it back." This is the Goldman's 3rd MB.

██████████ alleges that she has experienced 3 malfunctions with this vehicle in the last 3 weeks. Customer alleges 3 weeks ago, check engine light came and Autohaus replaced pump. Customer alleges this week, vehicle was brought to dealer because SRS light came on. Customer alleges that she has ongoing stalling issue with vehicle that dealer has not been able to repair yet.

Customer stated that she is very concerned about SRS malfunction as there are no working traffic lights in her county (no power due to hurricane) and there are frequent accidents.

Writer apologized for her inconvenience and advised that her concerns would be reviewed.

CC: Mark Kelly

Open Date: 11/07/2005 09:04:37

Agent: WILLIAM NORMAN

Phone

Note Type: PC

SPOM requested e-mail update form service manager at Fort Lauderdale

Open Date: 11/08/2005 18:45:57

Agent: WILLIAM NORMAN

Phone

Note Type: RC

car was repaired on ro 270685 11/3. advisor contacted client 2 days later and car is ok

7/16/2010

Customer Assistance Referral

CA Ref ID: 185502

Priors: Cus

Open Date: 11/03/2005

Status: CLS

Last Update: 11/28/2005

Us Bank Na

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Sun Valley

CA [REDACTED]

Corres ID: 282007

Agent: John Hart

Phone: 4669

Orig By: P

Orig CD: HO

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: 2110701A [REDACTED]

Model: E500W

2005

World VIN: WDBUF70J75A [REDACTED]

Mileage:

15370

Engine Number: 11396730598395

Prod Date: 04/27/2004

Warranty Start Date: 09/20/2004

Grp	Fail	Major	Minor	Rsr
32	51	2	3	08

Close Agent:

Field Closing Date: 11/28/2005

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information

- [REDACTED] - Representative, [REDACTED], San Diego, CA [REDACTED]
 - [REDACTED], Primary Business
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Fax
 - [REDACTED], Secondary Business
- [REDACTED] - L, [REDACTED], Sun Valley, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
- [REDACTED] - Owner, [REDACTED], Oshkosh, WI [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/03/2005 15:26:18

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 15370

Warranty Start Date: 09/20/2004

Previous CA Referrals: 180491

Previous Summary Notes:

Writer received correspondence 282007 from [REDACTED] alleging "please be advised that this law firm been retained by [REDACTED] to enforce his legal rights regarding the lease of the above identified vehicle..."

"Numerous unsuccessful repair attempts which have substantially impaired the vehicle to him. This is not what Mr. [REDACTED] was promised nor bargained for when he leased his new 2005 Mercedes-Benz E500W..."

"This subject vehicle suffers from serious defects and non conformities to warranty which has caused the vehicle to spend a cumulative total of 30+ days in a authorized Mercedes-Benz dealership. This unsafe and defective vehicle has seen 4 repairs separate repair attempts for check-engine, inoperative speedometer, engine stalling, SRS, more. The vehicle is in the shop as the writing of this demand letter".

"At this time, [REDACTED] is willing to return the subject vehicle to Mercedes-Benz of North America and settle this matter for a repurchase of the subject vehicle, including restitution....subtotal \$15,478.25"

"If I do not hear from you buy 11/27/2005, I shall assume that Mercedes-Benz of North America is denying its obligations under the law and will be left with no choice but to initiate legal proceedings"

"Do not attempt to contact my client by any means whatsoever. Do not send my client and mail-grams or equivalent".

CC: Y. Chang

Open Date: 11/03/2005 17:17:10

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

SPOM to review when demand letter is received.

Open Date: 11/07/2005 13:48:01

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

After reviewing the history of this vehicle it appears that SPOM will have to repurchase vehicle. It should be noted that this is the 2nd vehicle in about a year that this customer has had repurchased.

Open Date: 11/22/2005 18:29:59

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

SPOM called [REDACTED] and left vmail agreeing to repurchase at mileage offset of 12,965. SPOM waiting to hear back from Bill.

Open Date: 11/28/2005 11:58:29

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM recieved fax from [REDACTED] agreeing to repurchase vehicle at the 12,965 mileage offset. Repurchase process to conitue. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185540 Priors: No Open Date: 11/04/2005 Status: CLS Last Update: 11/20/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Clovis CA [Redacted] Corres ID:

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 6 Market: 2

Service Retailer: 05141 MERCEDES-BENZ OF FRE FRESNO CA Assign Agent: SOM - 21
Orig Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA
Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J45A [Redacted]

Mileage: 13200 Engine Number: 11294931910162

Prod Date: 12/06/2002 Warranty Start Date: 10/28/2004

Grp	Fail	Major	Minor	Rsr
54	52	2	3	08

Close Agent: Field Closing Date: 11/20/2005

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

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 11/04/2005 14:46:13

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 13200

Warranty Start Date: 10/28/2004

Previous CA Referrals:

Previous Summary Notes: 89692

Replacement Vehicle Requested

Frank Flores phoned the CAC alleging that his vehicle was just in the Fresno work shop because of a SRS malfunction for the 6th time and wished to express his disappointment.

"I contacted my attorney and he suggested I call MBUSA. I would like a replacement car and do not want to proceed with legal action".

Customer states his vehicle has been repaired and there are no outstanding concerns however customer states he has no confidence and does not feel safe in his vehicle.

Writer advised customer we will document and review concerns, please allow several business days for communication to occur.

CC: Janet Charles

Open Date: 11/07/2005 12:00:16

Agent: CHRISTOPHER CARTER

Phone

Note Type: PC

I sent a message to the dealer asking if they had a suitable replacement if we should decide to honor the customer's request.

I recieved the following response from the GSM:

Yes, it's Iridium Silver with Charcoal interior. It has the Sunroof Pkg, CD Changer, and a Power Tailgate. Let me know if I need to get a different color.

Thank you,

Frank S. Hine
General Sales Manager
Mercedes-Benz of Fresno

SPOM sent message back asking for MB invoices and customer finance information.

Open Date: 11/08/2005 12:12:05

Agent: John Hart

Phone 4669

Note Type: PC

Mr. Flores phoned the CAC seeking the status of concerns noted above. Writer advised customer we will document concerns and share with the appropriate parties within our organization.

Open Date: 11/10/2005 17:16:31

Agent: CHRISTOPHER CARTER

Phone

Note Type: PC

SPOM made another call to the dealership.

called service manager, got voice mail, left message.

called GSM, spoke to him, told him I inadvertently told him this was a wagon, when in fact it is a sedan. He will check inventory for e320 sedans and find out how this customer financed and call me back.

Open Date: 11/11/2005 17:41:26

Agent: CHRISTOPHER CARTER

Phone

Note Type: PC

SPOM spoke to customer, informed him that we will repurchase the vehicle, and that we are in the process of trying to secure his sales contract information. Customer informed me that he will be on vacation starting next week.

Open Date: 11/20/2005 10:04:09

Agent: CHRISTOPHER CARTER

Phone

Note Type: RC

Vehicle repurchased due to multiple SRS problems within 18/18.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185543 Priors: No Open Date: 11/04/2005 Status: CLS Last Update: 11/09/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Pensacola FL [Redacted] Corres ID:

Agent: Carol Pantua Phone: 4635 Orig By: P Orig CD: HO Region: 2 Market: 8

Service Retailer: 00222 JACKSONVILLE RGN Assign Agent: SOM - 30

Orig Retailer: 01303 JACK INGRAM MOTORS, MONTGOMERY AL

Sell Retailer: 01303 JACK INGRAM MOTORS, MONTGOMERY AL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X56A [Redacted]

Mileage: 2000 Engine Number: 11396730670205

Prod Date: 06/19/2002 Warranty Start Date: 05/28/2005

Grp	Fail	Major	Minor	Rsr
10	S3	2	3	14

Close Agent: Field Closing Date: 11/09/2005

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

Involved Information

- > [Redacted] [Redacted], Pensacola, FL [Redacted]
[Redacted] Secondary Residence
- [Redacted], Secondary Residence
- > [Redacted] - Owner, [Redacted], Pensacola, FL [Redacted]
[Redacted] Primary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/04/2005 15:53:03

Agent: Carol Pantua

Phone 4635

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 2000

Warranty Start Date: 05/28/2005

Previous CA Referrals:

Previous Summary Notes: 897071

[REDACTED] called and claims that his wife was "in a Fender Bender last Tuesday" and the airbags did not deploy but allegedly his "wife heard a spark. I know it's the bang when the airbag is supposed to deploy, but it didn't." Mr. [REDACTED] believes that airbag malfunctioned and though it was released, the bag did not deploy. Customer claims that no one was hurt and his wife is continuing to drive the vehicle now under such conditions and he would like to know why the airbag didn't deploy.

Customer claims that he intends on calling Centennial's auto body vendor, but requests that MBUSA inspect vehicle and answer why airbag did not deploy.

Writer advised customer not to drive vehicle further since he believes airbags are malfunctioning and advised him to make an appt with the dlr's auto body vendor for repairs. Writer advised customer to speak with SM Bill McKissick (Dir Receptionist advised that they do not have a current SD and Bill McKissick could assist), since customer claims not to have spoken with dealer yet.

Writer advised that concern would be documented and reviewed. Customer claims he will call SM Bill McKissick now. Writer called and left a vm with Bill McKissick regarding customer's concern and imminent contact.

cc: Berenz, Bowne, Brunner, Cila

Open Date: 11/04/2005 17:41:58

Agent: LARRY SCRUGGS

Phone

Note Type: PC

10/04/05-SPOM SENT REGIONAL TS, JEFF HUBBARD AN E-MAIL REQUEST FOR INSPECTION OF SRS PER CUSTOMER. SPOM ALSO CC G BOWNE.

Open Date: 11/07/2005 13:22:20

Agent: LARRY SCRUGGS

Phone

Note Type: PC

11/07/05-MESSAGE FROM REGIONAL TS, JEFF HUBBARD TO SPOM

Larry,
Can you get the dealer to take some pictures and check SRS for codes?
Thanks,
HUB
MESSAGE TO ACTING SERVICE MANAGER, BILL MCKISSICK & SHOP FOREMAN, WILLIE JOHNSON
GENTLEMEN,
PLEASE DO AS REQUESTED, ANY QUESTIONS CALL ME @ 205/492-9322.

Open Date: 11/08/2005 11:34:32

Agent: LARRY SCRUGGS

Phone

Note Type: PC

11/08/05-ACTING SERVICE MANAGER, BILL MCKISSICK TOLD SPOM THAT HE HAS CONTACTED CUSTOMER AND EXPLAINED THE SRS OF HIS VEHICLE. CUSTOMER SAID HE NOW UNDERSTANDS HOW THE SRS WORKS. SPOM REQUESTED THAT MR MCKISSICK CONTACT CUSTOMER AGAIN TO INQUIRE AS TO IF HE STILL WANT MB TO INSPECT THE VEHICLE. MR MCKISSICK SAID HE WILL CONTACT CUSTOMER TODAY, 11/08/05.

Open Date: 11/09/2005 13:18:05

Agent: Carol Pantua

Phone 4635

Note Type: PC

Gary Bowne emailed SPOM today and stated:

Hi Larry,

Please have the dealer check this vehicle for ETR deployment. They should also inspect the undercarriage for damage. Please call me to discuss after you hear back from the dealer.

Thanks,

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

Open Date: 11/09/2005 17:56:52

Agent: LARRY SCRUGGS

Phone

Note Type: RC

11/09/05-ASSIST SERVICE MANAGER, BILL MCKISSICK CONTACTED SPOM TODAY 11/09/05 AND INFORMED WRITER THAT AFTER HE DISCUSSED CUSTOMERS CONCERNS AND EXPLAINED THE SRS TO HIM HE DOESN'T NEED FOR MB TO INSPECT THE VEHICLE. SPOM CONTACTED G BOWNE AND INFORMED HIM OF DEALERSHIPS FINDINGS. SPOM IS CLOSING THIS CASE.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185659 Priors: Both Open Date: 11/09/2005 Status: CLS Last Update: 11/09/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Arcadia CA [Redacted] Corres ID: 282625

Agent: Honora Duffy Phone: 6307 Orig By: M Orig CD: H0 Region: 3 Market: 2

Service Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA Assign Agent: SOM - 26
Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA
Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J85A [Redacted]

Mileage: 10930 Engine Number: 11396730611142

Prod Date: 03/19/2004 Warranty Start Date: 09/11/2004

Grp	Fail	Major	Minor	Rsr
27	52	2	3	05

Close Agent: Field Closing Date: 11/09/2005

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

Involved Information

- > [Redacted] - Owner, [Redacted] Arcadia, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Business
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/09/2005 15:06:10

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 10930

Warranty Start Date: 09/11/2004

Previous CA Referrals:

Previous Summary Notes: 867615, 938735

[REDACTED] sent 2 page letter to Paul Halata dated 11/3/2005 via UPS (received @President's office 11/7-forwarded to CAC today)

Customer goes over history of repair & expresses her dissatisfaction with many issues (brake replacement, the type of loaner cars dealer has offered, leak in back trunk seal, SRS malfunction, etc.)

"I ask you, how could I ever sell this car and say to a buyer "its been a great car." I have been very loyal to Rusnak and Mercedes both over the years, purchasing several Mercedes, and have had them serviced at Rusnak."

"Here is what I want."

1. "For Mercedes-Benz to do the right thing."

2. "I want to be reimbursed for 2 car payments, the time I have without my car. I am paying for an E500. My Monthly payments are \$1,530.43; that's \$3,060.86. My time is worth something too."

3. "I have no confidence in the car. It is a lemon; you should take it back"

"I look forward to hearing from you."

Letter scanned and sent to:

Ron Reynolds, Region 3

CC: Yvette Chang, Legal (FYI)

Open Date: 11/09/2005 19:20:20

Agent: RON REYNOLDS

Phone

Note Type: RC

11/9/05 SPOM APPROVED TWO LEASE PAYMENTS WITH DLR S/M,CS HAS VEHICLE AND IS OPERATING NORMAL.(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 185676 Priors: Both Open Date: 11/09/2005 Status: CLS Last Update: 11/30/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Spring TX [Redacted] Corres ID:

Agent: Susan Cunningham Phone: 7815 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

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J35A [Redacted]
Mileage: 9000 Engine Number: 11294931931299
Prod Date: 11/19/2003 Warranty Start Date: 01/03/2005

Grp	Fail	Major	Minor	Rsr
10	10	2	3	03

Close Agent: Field Closing Date: 11/30/2005
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 11/09/2005 20:03:47 Agent: Susan Cunningham Phone 7815 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 9000
Warranty Start Date: 01/03/2005
Previous CA Referrals:

Previous Summary Notes:

[Redacted] called CAC requesting to have vehicle replaced, alleging ongoing electrical problems. Customer claims vehicle is going into dealer tomorrow for the 3rd time for SRS system malfunction and also burning odor from vehicle.

Customer claims vehicle has been in service 1-1/2 months out of the 11 months of ownership and is concerned about "longevity" of vehicle and expressed concerns of possible "burn up" of engine.

Writer apologized for his frustration, advising comments/concerns would be noted and forwarded to appropriate parties for further review.

cc: Janet Charles

Open Date: 11/11/2005 12:09:33 **Agent:** FRANK OSWALD **Phone** **Note Type:** PC
dealer to review and advise.

Open Date: 11/15/2005 12:07:50 **Agent:** FRANK OSWALD **Phone** **Note Type:** PC
per dealer, car has been down a total of 12 days so far, for SRS concerns, and part is due today for repair per TAC.

Open Date: 11/30/2005 12:51:41 **Agent:** FRANK OSWALD **Phone** **Note Type:** RC
dealer has checked, and did not notice odor, and car was operating as designed, returned to customer, denied any assistance on buyback request.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185805 Priors: Both Open Date: 11/14/2005 Status: CAN Last Update: 11/14/2005

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

City: Corona Del Mar CA [Redacted] Corres ID:

Agent: Lois Grillo Phone: 4627 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: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA
Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J86A [Redacted]
Mileage: 1688 Engine Number: 27296430093511
Prod Date: 04/07/2004 Warranty Start Date: 07/22/2005

Close Agent: Field Closing Date: 11/14/2005
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted] Corona Del Mar, CA [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence
[Redacted], Secondary Business
- > [Redacted] - Driver, [Redacted], Corona Del Mar, CA [Redacted]
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/14/2005 17:17:41 Agent: Lois Grillo Phone 4627 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 1688
Warranty Start Date: 07/22/2005
Previous CA Referrals:

Previous Summary Notes:

Dealer advises customer alleges "unintended acceleration".

Tizoc Ortiz, Fletcher Jones Body Shop, called the CAC stating that he spoke with [Redacted] who alleges that the vehicle accelerated on its own causing his wife who was driving to hit a pole.

Mr. Ortiz advises that [Redacted] stated that he wanted the vehicle inspected to determine if the brakes failed. Mr. Ortiz states that the driver did not get hurt (just a bruise from the seat belt) and that the airbags did not deploy.

Writer suggested that Mr. Ortiz have [Redacted] call the CAC for additional information.

Open Date: 11/14/2005 17:32:35 **Agent:** Lois Grillo
Referral #185111 was opened previously.

Phone 4627

Note Type: CN

7/16/2010

Customer Assistance Referral

CA Ref ID: 185863 Priors: No Open Date: 11/16/2005 Status: CLS Last Update: 11/28/2005

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence [REDACTED]
 City: La Jolla CA [REDACTED] Corres ID: [REDACTED]

Agent: Cathleen Dunne Phone: 6258 Orig By: P Orig CD: HO Region: 3 Market: 1

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [REDACTED] Model: E320W 2005
 World VIN: WDBUF65J45A [REDACTED]
 Mileage: 14000 Engine Number: 11294931875197
 Prod Date: 02/02/2004 Warranty Start Date: 12/22/2004

Grp	Fail	Major	Minor	Rsr
83	53	2	3	13

Close Agent: Field Closing Date: 11/28/2005
 Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [REDACTED] - Owner, [REDACTED], La Jolla, CA [REDACTED]
- [REDACTED], Primary Residence
- [REDACTED], Secondary Residence
- [REDACTED], Secondary Business
- [REDACTED], Secondary Business
- [REDACTED], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/16/2005 12:58:37 Agent: Cathleen Dunne Phone 6258 Note Type: PC

Primary Phone: [REDACTED]
 Current Mileage: 14000
 Warranty Start Date: 12/22/2004
 Previous CA Referrals:

Previous Summary Notes:

Customer called claiming she had taken her vehicle to the Mercedes Benz Dealership in San Diego #05718 regarding an SRS issue which has been resolved. Customer claimed while she was there she had them look into a heating issue (No heat in vehicle.) Customer claims she has to turn the heat to 84degrees in order to get an heat if any to work. Customer claims that when she picked up the car they #05718 told her there is no fix for this. Customer claims she did not pay \$50M for a vehicle to have no heat and would like this issue resolved. Customer is seeking technical assistance.

Writer advised customer that her comments and concerns would be documented and forwarded to the appropriate parties for review.

Open Date: 11/16/2005 16:11:30 **Agent:** FRANK DINGMAN **Phone** **Note Type:** PC
Call TAC as appropriate.

Open Date: 11/28/2005 18:58:30 **Agent:** FRANK DINGMAN **Phone** **Note Type:** RC
Dealer repaired car by replacing blower regulator and returned vehicle to customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185883 Priors: Both Open Date: 11/16/2005 Status: CLS Last Update: 12/16/2005

Address: [Redacted]

Title:

Phone: [Redacted]

Mobile

City: Highland Beach

FL [Redacted]

Corres ID: 282932

Agent: John Hart

Phone: 4669

Orig By: M

Orig CD: HO

Region: 2

Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 24

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

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

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J65A [Redacted]

Mileage: 6000

Engine Number: 11396730633783

Prod Date: 07/24/2002

Warranty Start Date: 02/11/2005

Grp	Fail	Major	Minor	Rsr
54	10	2	2	04

Close Agent:

Field Closing Date: 12/16/2005

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Involved Information

> [Redacted], Highland Beach, FL [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Mobile
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/16/2005 17:06:05

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 6000

Warranty Start Date: 02/11/2005

Previous CA Referrals: 183209, 183514

Previous Summary Notes: 929112

Florida Motor Vehicle Defect Notification

Writer was assigned and received correspondence 282932 on 11/16/2005, Motor Vehicle Defect Notification from Gabriel Cicale dated November 10, 2005 alleging the following and is quoted verbatim.

"3 or more repair attempts have been made to repair the same substantial defect or condition. This notification of the final opportunity to correct the continuing substantial defect or condition".

"Brought it in for SRS light fixing on telling us to bring immediately to dealer. 5 times without Mercedes being able to fix this very serious problem. Dealer corroborates that problem can't be fixed".

Writer sent an E-mail to SPOM requesting mailgram to be updated accordingly and then CAC will mail to the customer.

CC: Mark Kelly

Open Date: 11/17/2005 11:54:38

Agent: WILLIAM NORMAN

Phone

Note Type: PC

SPOM sent CAC appointment date at time of 12/2/05 at 10:00 am at Pompano for Mailgram to be sent to the customer.

Open Date: 11/17/2005 12:11:46

Agent: John Hart

Phone 4669

Note Type: PC

E-mail from SPOM:

John,

Here is the appointment time and date for the Mailgram to be sent out to the customer.

Ken,

Please reserve a loaner vehicle for this customer for 12/2/05. (Sorry for scheduling and FRA on a Friday - No Choice) Also e-mail me a TAC case # so I can request a TS to assist with this FRA.

Thanks!

William D. Norman
Service & Parts Operations Manager
Mercedes Benz U.S.A.
Jacksonville Region
e-mail - william.norman@mbusa.com

John Hart
11/16/2005 05:33 PM

To: Mark Kelly/171/DCAG/DCX@WK-COOP
cc: William Norman/171/DCAG/DCX@WK-COOP
Subject: Florida Malgram Defect Notification
Case 2005 E500 WDBUF70J65A [REDACTED] approx 6000
Dealer 15317, FL

Primary Phone: [REDACTED]
Current Mileage: 6000
Warranty Start Date: 02/11/2005
Previous CA Referrals: 183209, 183514

Previous Summary Notes: 929112

Florida Motor Vehicle Defect Notification

Writer was assigned and received correspondence 282932 on 11/16/2005, Motor Vehicle Defect Notification from Gabriel Cicale dated November 10, 2005 alleging the following and is quoted verbatim.

"3 or more repair attempts have been made to repair the same substantial defect or condition. This notification of the final opportunity to correct the continuing substantial defect or condition".

"Brought it in for SRS light fixing on telling us to bring immediately to dealer. 5 times without Mercedes being able to fix this very serious problem. Dealer corroborates that problem cant be fixed".

Writer sent an E-mail to SPOM requesting mailgram to be updated accordingly and then CAC will mail to the customer.

CC: Mark Kelly

Please see referral # 165739, Gabriel Cicale sent us a Vehicle Defect Notification (FL).

The following letter will be sent to customer. Can you please provide us (within 24 hours) with the pertinent information (bolded text) so we may update the letter and send it out.

Thank you in advance for your attention to this matter.

This will acknowledge receipt of your Motor Vehicle Defect Notification on DATE.

You are hereby directed to bring your vehicle to Autohaus M-B on 12/02/05 at 10:00 am for a Manufacturer's Final Repair Attempt. Upon your arrival at Autohaus M-B Service Department, please ask to meet with Bill Norman or Ken Butler.

Attempt. Upon your arrival at Autohaus M-B Service Department, please ask to meet with Bill Norman or Ken Rutter.

If you are unable to keep this appointment, please contact Bill Norman at (904) 443-2498 ext: 7234 to reschedule.

Open Date: 11/28/2005 10:31:54 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC
SPOM returned customer's call and rescheduled for 12-16-05 at Autohaus Pompano, per the customer's request.

Open Date: 12/16/2005 16:42:12 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** RC
SPOM met with customer at Pompano. Inspected vehicle and found no defects with SRS system or any other issues evident.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185921 Priors: No Open Date: 11/17/2005 Status: CLS Last Update: 12/16/2005

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

City: Monterey Park CA [Redacted] Corres ID: 283000

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 23
Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X16A [Redacted]

Mileage: 500 Engine Number: 11396730712499

Prod Date: 04/02/2004 Warranty Start Date: 10/28/2005

Grp	Fail	Major	Minor	Rsr
15	73	2	3	08

Close Agent: Field Closing Date: 12/16/2005

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

Involved Information

- [Redacted] - Owner, [Redacted], Monterey Park, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
- [Redacted] - Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted], Primary Business
 - [Redacted], Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 11/17/2005 14:40:12 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 374
Warranty Start Date: 10/28/2005
Previous CA Referrals:

Previous Summary Notes: 961360

Writer received letter from Nicholas Nita, Esq, dated Nov. 10, 2005 mailed Nov. 10, and received on Nov. 16, 2005.

Attorney claims he represents [REDACTED] and claims that this vehicle falls under California Civil Code 1782(a)(2). Customer claims that the vehicle has been into the dealership already for wheel issues, electrical failures, the SRS light being on, the check engine light being on, issues with the transmission, issues with the suspension, and also for the vehicle being out of alignment.

Attorney and customer both demand that the vehicle be corrected, repaired, replaced, or rectified.

CC: Yvette Chang

Open Date: 11/17/2005 20:01:00 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM requested chrono from SM

Open Date: 11/28/2005 12:38:34 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM left message for Steve Mikhov

Open Date: 12/07/2005 16:48:02 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM and Steve Mikhov spoke on about 11/28 regarding this vehicle. SPOM stated to Steve that he did not feel vehicle repurchase was warranted at this time. We began to review history and Steve had to take another call and stated he would call me back before he did anything with this case.

SPOM left message for Steve today (12/7) for status.

Open Date: 12/16/2005 17:43:59 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC
SPOM has not heard back from Steve Mikhov and will not repurchase this vehicle. SPOM to have letter sent to attorney informing them of this decision. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 185996 Priors: Both Open Date: 11/21/2005 Status: CLS Last Update: 11/22/2005

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

City: Highland Beach FL [Redacted] Corres ID:

Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 24
Orig Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL
Sell Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J15A [Redacted]

Mileage: 14718 Engine Number: 11396730626377

Prod Date: 11/27/2002 Warranty Start Date: 11/13/2004

Close Agent: Field Closing Date: 11/22/2005

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

Grp	Fail	Major	Minor	Rsr
54	01	3	3	13

Involved Information

> [Redacted] - Owner, [Redacted] Highland Beach, FL [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/21/2005 11:35:01 Agent: Cynthia Feuss Phone 6289 Note Type: PC

Primary Phone: [Redacted] is the cell; [Redacted] is home

Current Mileage: 14718

Warranty Start Date: 11/13/2004

Previous CA Referrals:

Previous Summary Notes: 136961, 405861

Owner alleges SRS light is on, she declines RAP tow, states she is close to her daughters home and will go right there.

Owner alleges this will be the 4th repair attempt, (2 most recent by 15317, one previously by another dealer) and states he is going to file under the Lemon Law.

Owner asks for follow up ASAP. I left v-mail for SM Ken Rutter to please call owner ASAP.

Copy of case notes email to Mark Kelly as an FYI.

Open Date: 11/21/2005 20:17:39 Agent: WILLIAM NORMAN Phone Note Type: PC

SPOM requested e-mail update from service manager

Open Date: 11/22/2005 17:03:25 Agent: WILLIAM NORMAN Phone Note Type: RC

[Redacted] will be taking her vehicle back to the dealer in West Palm to have it repaired.

Customer Assistance Referral

CA Ref ID: 186004 Priors: Both Open Date: 11/21/2005 Status: CLS Last Update: 12/01/2005

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

City: Palm City FL [Redacted] Corres ID: 283301

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

Service Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL Assign Agent: SOM - 24
 Orig Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL
 Sell Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J55A [Redacted]

Mileage: 29963 Engine Number: 11294931946097

Prod Date: 02/06/2003 Warranty Start Date: 12/23/2004

Grp	Fail	Major	Minor	Rsr
60	10	3	3	08

Close Agent: Field Closing Date: 12/01/2005

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

Involved Information

- > [Redacted] - Driver, [Redacted] Palm City, FL [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Mobile
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
- > [Redacted] - L, [Redacted] Palm City, FL [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - 000-000-0000, Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted] Expired Residence
 - [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/21/2005 13:26:06 **Agent:** Gregg Mault **Phone** 6350 **Note Type:** PC

Primary Phone: [REDACTED]

Current Mileage: 29963

Warranty Start Date: 12/23/2004

Previous CA Referrals: 1113, 13324, 28418, 44501, 50523

Previous Summary Notes: 826840, 833908, 918489

Received correspondence 283301 Motor Vehicle Defect Notification dated 11/17/05 and received at CAC 11/21/05. Complaint states vehicle has continuing electrical problems i.e. blower motor, headlamp, power seats, SRS system.

Writer will send special mailgram to SPOM for us to forward to customer.

CC: M. Kelly

Open Date: 11/21/2005 20:20:35 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC

SPOM sent CAC appointment time and date of 11/30/05 at Palm Beach at 4:00 pm for mailgram to be sent to the customer.

Open Date: 12/01/2005 17:47:03 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** RC

SPOM met with customer and reviewed all concerns. All concerns addressed and completed to be in compliance with FL.L.L

7/16/2010

Customer Assistance Referral

CA Ref ID: 186013 Priors: No Open Date: 11/21/2005 Status: CLS Last Update: 12/08/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Lawndale CA [Redacted] Corres ID:

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

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 24
Orig Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA
Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J25 [Redacted]

Mileage: 22753 Engine Number: 11294931933310

Prod Date: 04/13/2004 Warranty Start Date: 11/28/2004

Close Agent: Field Closing Date: 12/08/2005

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

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

Involved Information

> [Redacted] [Redacted] Lawndale, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business
 [Redacted], Secondary Mobile
 [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/21/2005 14:26:18

Agent: Anthony Turturiello

Phone

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 22753

Warranty Start Date: 11/28/2004

Previous CA Referrals:

Previous Summary Notes: 938712

Technical assistance requested as per customer.

[REDACTED] called claiming that she had her vehicle serviced at Keyes European and now at MB of South Bay due to SRS light which appeared 5 times. The customer claimed that the dealer replaced the sensor, however it continues to appear.

Writer advised customer that the SRS (Supplemental Restraint System) light represents that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer did not want a tow instead customer will drive to the dealer.

Writer advised customer that her issue would be documented and reviewed by the appropriate parties. The customer was then informed to keep in contact with her dealer Service Manager for updates. AT

Open Date: 12/08/2005 14:03:24

Agent: BRIAN BAE

Phone

Note Type: RC

Vehicle came in for repair and TAC assisted repair.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186052 Priors: No Open Date: 11/22/2005 Status: CLS Last Update: 12/01/2005

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

City: Pembroke Pines FL [Redacted] Corres ID: 283371

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 2 Market: 6

Service Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL Assign Agent: SOM - 24
Orig Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL
Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2005

World VIN: WDBUF76J95A [Redacted]

Mileage: 15585 Engine Number: 11399060039371

Prod Date: 01/31/2004 Warranty Start Date: 03/10/2005

Grp	Fail	Major	Minor	Rsr
15	73	3	2	05

Close Agent: Field Closing Date: 12/01/2005

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

Involved Information

> [Redacted] [Redacted] Pembroke Pines, FL [Redacted]
 [Redacted], Primary Residence
 [Redacted] Secondary Residence
 [Redacted], Secondary Residence
 [Redacted] Secondary Business
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/22/2005 13:06:04

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 15585

Warranty Start Date: 03/10/2005

Previous CA Referrals:

Previous Summary Notes: 956214

Writer received Florida Motor Vehicle Defect Notification dated 11/05/2005, mailed 11/06/2005 and received on 11/22/2005 from [REDACTED].

Customer claims the vehicle has been into the dealership three or more times for a vibration in the steering wheel, the SRS light being on, and customer also claims the vehicle continuously shuts off while driving.

Mailgram information being sent to SPOM.

cc: Mark Kelly

Open Date: 11/23/2005 08:53:24

Agent: WILLIAM NORMAN

Phone

Note Type: PC

SPOM sent CAC appointment time and date of 12/1/05 at 10:00 am at Fort Lauderdale for Fed Ex appointment letter to be sent to the customer.

Open Date: 12/01/2005 17:51:15

Agent: WILLIAM NORMAN

Phone

Note Type: RC

SPOM met with the customer and inspected vehicle. Had new software loaded in vehicle and balanced tires. Tires performing as well as can be expected for high performance low profile wheel and tire set up.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186067 Priors: No Open Date: 11/22/2005 Status: CLS Last Update: 12/14/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Irvine CA [Redacted] Corres ID: 283334

Agent: Carol Pantua Phone: 4635 Orig By: M Orig CD: HO Region: 3 Market: 1

Service Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA Assign Agent: SOM - 22
Orig Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA
Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X06A [Redacted]
Mileage: 7336 Engine Number: 11396730657524
Prod Date: 04/18/2002 Warranty Start Date: 03/17/2005

Grp	Fail	Major	Minor	Rsr
40	53	3	3	08

Close Agent: Field Closing Date: 12/14/2005
Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- [Redacted] - Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Business
 - [Redacted] Secondary Fax
 - [Redacted] Secondary Business
- [Redacted] [Redacted] Irvine, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/22/2005 17:26:30 **Agent:** Carol Pantua **Phone** 4635 **Note Type:** PC
Primary Phone: [REDACTED] Attorney
Current Mileage: 7336
Warranty Start Date: 03/17/2005
Previous CA Referrals:

Previous Summary Notes: 702580

Writer received Attorney [REDACTED] letter (corr 283334) which states that he has been retained by [REDACTED] Stift to "enforce his legal rights regarding the lease... The subject vehicle has suffered from serious defects and nonconformities to warranties such that, in just 9 months and 7,336 of use, there have been 4 separate repair attempts for vibration / N.H.V, 3 for transmission system, 2 for alignment, and 2 for SRS/airbag, as well as other repairs."

Customer's Attorney cites Song Beverly Consumer Warranty Act, CA Civil Code, and claims that [REDACTED] Stift is willing to return the vehicle and settle this matter for a repurchase, including restitution in the following amount: \$26,097.08," which includes 1st payment of lease inception, 9 monthly payments, attorney fees, and Less use of 221 miles.

Attorney [REDACTED] states, "If I do not hear from you by 12/16/2005, I shall assume that MB of North America is denying its obligations under the law and Gary Stift will be left with no choice but to initiate legal proceedings."

Writer scanned letter and emailed the letter and Referral Notes to Yvette Chang & SPOM.

Open Date: 11/22/2005 18:03:17 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** PC
Bob, please complete a repair chronology for our review. Thanks, Scott

Open Date: 12/14/2005 18:08:48 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC
Vehicle repurchased by MBUSA.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186074

Priors: No

Open Date: 11/22/2005 Status: CLS

Last Update: 02/09/2006

Multiple Industrial Corporation

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Livonia

MI [REDACTED]

Corres ID:

Agent: Phone: Orig By: P Orig CD: HO Region: 4 Market: 4

Service Retailer: 39121 MERCEDES-BENZ OF ROC ROCHESTER MI Assign Agent: SOM - 24

Orig Retailer: 39121 MERCEDES-BENZ OF ROC ROCHESTER MI

Sell Retailer: 39121 MERCEDES-BENZ OF ROC ROCHESTER MI

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [REDACTED] Model: E55 2005

World VIN: WDBUF76J15A [REDACTED]

Mileage: 6600 Engine Number: 11399060038948

Prod Date: 04/16/2003 Warranty Start Date: 01/20/2005

Close Agent: Field Closing Date: 02/09/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Involved Information

- > [REDACTED] - Driver, [REDACTED], MI [REDACTED]
 - [REDACTED] Primary Mobile
 - [REDACTED] Secondary Business
 - [REDACTED], Secondary Residence
- > [REDACTED] L, [REDACTED], Livonia, MI [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/22/2005 19:20:35 **Agent:** Anthony Turturiello **Phone** **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 6600
Warranty Start Date: 01/20/2005
Previous CA Referrals:

Previous Summary Notes:

Roadside Call # 337 0872

Technical assistance requested due to customer's multiple vehicle malfunctions with the same issue.

[REDACTED], who is the owner of Multiple Industrial Corporation, claimed that he is driving to the airport to pick up his daughter and his SRS light appeared. The customer claimed that this is the 3rd time that it came on after being serviced at MB of Rochester.

Writer advised customer that the SRS (Supplemental Restraint System) light represents that the airbag system may be inoperative. The customer was also informed that the airbags might deploy when least expected or might not work when needed. The customer declined having the vehicle immediately towed instead he wanted me to set up a tow when he gets home. Writer will have vehicle towed to MB of Rochester.

Writer advised customer that his issue would be documented and reviewed by the appropriate parties. AT

Open Date: 11/23/2005 12:51:05 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

[REDACTED] phoned the CAC wishing to express his continued dissatisfaction. "The dealer picked my car up last night and told me that the part on order did not arrive however it should arrive by Friday of this week. I explained that there is a rattle behind the dash and the dealer told me they hope to fix the SRS malfunction by Friday. Why are they not able to repair the rattle?"

Writer explained that the dealer is independently owned and operated we will document concerns sharing with dealer management.

Customer then became aggressive and combative towards the writer screaming "why did the dealer let me drive a car with an SRS problem?" Writer explained we are unable to speak for the dealer as they are independently owned and operated and were not present. "Do not even go down this road with me, I want to speak with a Supervisor". Writer explained there are no Supervisors available, customer disconnected.

Open Date: 11/30/2005 09:48:41 **Agent:** DAMON BLAKEMORE **Phone** **Note Type:** PC

SPOM spoke with SM regarding customer. Customer brought vehicle in for SRS light issue. Dealer opened TAC case and was advised that he needed to replace SRS pigtail wires, which they were going to send. Somehow or another the wires were not sent as promised last week. Parts arrived via Fedex on Wednesday, 11/29/05. Repairs were performed, but vehicle now has a problem with passenger seat calibration concern. There is DTB out for this issue, but part is on backorder. Dealer waiting on part to complete repairs.

Open Date: 02/09/2006 15:01:26 **Agent:** DAMON BLAKEMORE **Phone** **Note Type:** RC

SPOM spoke with SM regarding vehicle. Dealer performed updated wiring to correct SRS issue. They also replaced dash to resolve noise problems as well. Close.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186225 Priors: Both Open Date: 11/30/2005 Status: CLS Last Update: 12/05/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Highland Beach FL [Redacted] Corres ID: 283719

Agent: Cynthia Feuss Phone: 6289 Orig By: M Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL Assign Agent: SOM - 24
Orig Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL
Sell Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J15A [Redacted]

Mileage: 14718 Engine Number: 11396730626377

Prod Date: 11/27/2002 Warranty Start Date: 11/13/2004

Close Agent: Field Closing Date: 12/05/2005

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

Grp	Fail	Major	Minor	Rsr
15	73	3	2	07

Involved Information

➤ [Redacted] - Owner, [Redacted], Highland Beach, FL [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/30/2005 12:05:10 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 14718
Warranty Start Date: 11/13/2004
Previous CA Referrals: 185996
Previous Summary Notes: 136961, 405861, 978054

Corres # 283719 sent via Certified Mail postmarked 11-23-05, CAC rec'd today. See closed Case 185996. Owner alleges 3 service visits for SRS light. Owner writes "my dealer has set up an appt. for Friday, Nov. 25 for me to bring the car into service in Palm Beach, at which time I am invoking my rights under the Lemon Law. I have been a devoted MB customer for more than 20 years and have never had a problem with any of my vehicles. I am hoping that this situation will be remedied."

On 11-29-05, I left a v-mail for 14323 SM Mike Destefano w/ request he review this sum note & call me to confirm if repair was performed on 11-25 appt. & any other pertinent details. I sent following email to SPOM WN , cc: Mark Kelly: Dear Bill, (& Mark: FOR MBUSA ATTORNEY'S INFORMATION ONLY): Scanned & attached above is Corres # 283719 from [REDACTED] - SUM 978054 - see closed case 185996. I have left a message for update from 147323 SM Mike. Please review & advise if I should open another case or, if Mike advises me that the SRS light has been repaired , do you want me to write to owner? Regards , Cynthia

SM Mike called and reports that states Shop Forman and Tech Service mgr are involved with TAC. Wiring Harness is coming from TAC. Car is still at dealer. Owner has been updated daily.

I sent following email to SPOM and Legal: Dear Bill (& Mark - For MBUSA Attorney's Information Only): Scanned and attached above is Corres# 283719 from [REDACTED], New Case 186225 notes are copied below. Also below, is the Mailgram that need to be sent to customer. Can you please provide me (within 24 hours) with the pertinent information (underlined text) so we may update the letter and send it out. Thank you in advance for your attention to this matter. Regards, Cynthia

This will acknowledge receipt of your Motor Vehicle Defect Notification on DATE.

You are hereby directed to bring your vehicle to DEALERSHIP on DATE at TIME for a Manufacturer's Final Repair Attempt. Upon your arrival at DEALERSHIP Service Department, please ask to meet with MERCEDE-BENZ REPRESENTATIVE/NAME.

If you are unable to keep this appointment, please contact REPRESENTATIVE/NAME at PHONE NUMBER to reschedule.

We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.

Open Date: 12/01/2005 16:02:02 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC
EMAIL FROM SPOM: Cynthia, Here is the appointment time and date for the Mailgram to be sent out to the customer: CAC Case # 186225 Mike, Please reserve a loaner for this customer for 12/19/05 for this customer. Thanks!

You are hereby directed to bring your vehicle to M-B of Palm Beach on at 11:00 am for a Manufacturer's Final Repair Attempt. Upon your arrival at M-B of Palm Beach Service Department, please ask to meet with Mike Destefano or Bill Norman. If you are unable to keep this appointment, please contact Bill Norman at (904) 443-2498 ext: 7234 to reschedule. We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter. William D. Norman

Open Date: 12/02/2005 09:17:12 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC
Above email from SPOM omits date of FRA. I sent following email to SPOM: Good Morning Bill, The Mailgram info you sent omits the date of the FRA. Please provide. Thanks and have a great weekend! Cynthia

Open Date: 12/02/2005 11:04:21 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC
Email from SPOM: Cynthia, Sorry about that. 12-15-05 Mike, Please adjust to reserve a loaner for 12-15-05 Thanks!

Open Date: 12/02/2005 16:22:09 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC
We did not get the harness today as promised. Jason contacted Chris Schere at Jax TAC and he contacted someone and has now advised that the harness will ship today Friday 12-2 and we will have delivered on Saturday 12-3

Open Date: 12/05/2005 18:10:02 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** RC
We received the harness today and have finished the repair. We will get the car back to the customer on 12-6-05

7/16/2010

Customer Assistance Referral

CA Ref ID: 186243 Priors: Both Open Date: 11/30/2005 Status: CLS Last Update: 12/01/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Staten Island NY [Redacted] Corres ID:

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

Service Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ Assign Agent: SOM - 28
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: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J85A [Redacted]

Mileage: 12680 Engine Number: 11294931869277

Prod Date: 02/17/2004 Warranty Start Date: 08/27/2004

Close Agent: Field Closing Date: 12/01/2005

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Involved Information

➤ [Redacted] - L, [Redacted], Staten Island, NY [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence
 [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/30/2005 18:14:48 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 12680
Warranty Start Date: 08/27/2004
Previous CA Referrals: 171796, 178347

Previous Summary Notes: 716604, 949799

Customer is requesting a full review of his service history for this vehicle and add that this vehicle was a replacement for a 2003 E320 which also experienced unacceptable amounts of service visits.

Currently the vehicle is allegedly experiencing issues with the seat belt indicator light coming on and beeping even though no one is in the passenger seat.

Customer stated that 2 weeks prior the vehicle had been in for the SRS light being on.

Customer is requesting a direct call from our regional manager and "not a form letter from MBUSA" Customer is very dissatisfied and wants to know what MB is going to do about it now since replacing the vehicle has not helped.

Open Date: 12/01/2005 15:14:12

Agent: MIKE WILLARD

Phone

Note Type: RC

Writer and PSD Bob Teunisen called customer and went over concerns about repair history. Customer is back 3rd time for SRS problem and is frustrated because of extra mileage from vehicle and vehicle not being repaired. Customer was appreciated of first time being taken out and of other goodwill. Customer wanted to know if because of these problems if any consideration can be given in 8 months when his lease is up to go to another model. Writer told customer that he would give monetary help for this endeavor and also help if he comes over mileage in lease. The help for this would be the times mileage was put on the vehicle for warranty repair to the dealer. Customer agreed to this and wanted this in writing. Writer told customer that usually this record in Fastracc is enough but this one time he would have the company right him a letter stating that monetary help to get into another vehicle (both customer and writer agreed a dollar figure cannot be given at this time) and help if mileage on his lease is over and that MBUSA would help by paying the mileage on his visits for warranty repair to the dealer. Customer was satisfied for the call and the help.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186331 Priors: No Open Date: 12/05/2005 Status: CLS Last Update: 12/18/2005

Address: [Redacted]

Title:
Phone: - -

City: Warren NJ [Redacted] Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 5 Market: 4

Service Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ Assign Agent: SOM - 25
Orig Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ
Sell Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J45X [Redacted]
Mileage: 14327 Engine Number: 11295431840238
Prod Date: 06/06/2003 Warranty Start Date: 02/08/2005

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent: Field Closing Date: 12/18/2005
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Warren, NJ [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/05/2005 11:00:11 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 14327
Warranty Start Date: 02/08/2005
Previous CA Referrals:

Previous Summary Notes:

[Redacted] called to advise that this vehicle is allegedly experiencing an ongoing unresolved concern of the SRS warning light coming on.

[Redacted] states the vehicle has already been back 3 times to this dealer and [Redacted] feels it meets the requirements for replacement under the lemon law and is requesting the vehicle be replaced.

Copy of referral to Anthony Zepf

Open Date: 12/05/2005 11:21:37 Agent: Ed Duffy Phone 6296 Note Type: PC

[Redacted] did not indicate the light currently being on but made it clear he expected the concern to happen again, based on prior history.

Open Date: 12/05/2005 15:17:42 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** PC
SPOM will discuss with SM Joe C on next dealer visit.

Open Date: 12/18/2005 19:48:50 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** RC
SPOM advised by SM Joe C that dealer changed airbag contact spring which was the reason for the intermittant SRS light coming on. SPOM closed case today since dealer believes the issue is 100% repaired and have not heard anything from owner again.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186352 Priors: No Open Date: 12/05/2005 Status: CLS Last Update: 01/05/2006

Address: [Redacted] Title: III

Phone: [Redacted] Residence

City: Fremont CA [Redacted] Corres ID:

Agent: Andrew Dunleavy Phone: 6320 Orig By: R Orig CD: H0 Region: 6 Market: 2

Service Retailer: 05137 BESHOFF MOTORCARS SAN JOSE CA Assign Agent: SOM - 21

Orig Retailer: 05137 BESHOFF MOTORCARS SAN JOSE CA

Sell Retailer: 05137 BESHOFF MOTORCARS SAN JOSE CA

Disp Amt: Corr Fwd: Y Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J25A [Redacted]

Mileage: 10986 Engine Number: 11396730641665

Prod Date: 11/13/2003 Warranty Start Date: 03/11/2005

Grp	Fail	Major	Minor	Rsr
29	73	2	3	13

Close Agent: Field Closing Date: 01/05/2006

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

Involved Information

- > [Redacted] - Owner, [Redacted], Fremont, CA [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Business
- [Redacted] Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/05/2005 14:38:36 Agent: Andrew Dunleavy Phone 6320 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 10986

Warranty Start Date: 03/11/2005

Previous CA Referrals:

Previous Summary Notes: 423172, 499382, 598049, 863648, 986373

Trigger - 11/05

Writer called [Redacted] and spoke to customer who stated his vehicle has been at the dealer three times for an airbag system malfunction. Customer stated this could cause serious injury or death and customer has already spoke to a lawyer regarding this matter. Customer stated he will give MB one more chance to resolve this matter before he takes legal action. Expects we will resolve this once and for all.

Writer advised customer his comments would be documented.

Writer forwarded to TL for further handling.

Open Date: 12/05/2005 16:07:43 **Agent:** CHRISTOPHER CARTER **Phone**
SPOM sent message to the dealer asking them to contact TAC for assistance.

Note Type: PC

Open Date: 01/05/2006 12:43:38 **Agent:** CHRISTOPHER CARTER **Phone**
Dealer found and repaired faulty pin connectors at the steering wheel.

Note Type: RC

Service Manager spoke to customer on Dec 23 and confirmed that the repair was effective.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186525 Priors: Both Open Date: 12/12/2005 Status: CLS Last Update: 12/20/2005

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence [REDACTED]
 City: Fresh Meadows NY [REDACTED] Corres ID: [REDACTED]

Agent: Miriam Clark Phone: 4699 Orig By: P Orig CD: HO Region: 5 Market: 1

Service Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY Assign Agent: SOM - 23
 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: 2193751A [REDACTED] Model: CLS500C 2006
 World VIN: WDDDJ75X66A [REDACTED]
 Mileage: 10023 Engine Number: 11396730655983
 Prod Date: 06/10/2003 Warranty Start Date: 03/18/2005

Grp	Fail	Major	Minor	Rsr
54	73	2	3	16

Close Agent: Field Closing Date: 12/20/2005
 Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- > [REDACTED], Fresh Meadows, NY [REDACTED]
 [REDACTED], Primary Residence
 [REDACTED], Secondary Residence
 [REDACTED], Secondary Residence
 [REDACTED], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/12/2005 10:21:53 Agent: Miriam Clark Phone 4699 Note Type: PC

Primary Phone: [REDACTED]
 Current Mileage: 10023
 Warranty Start Date: 03/18/2005
 Previous CA Referrals: 184869

Previous Summary Notes:

CUSTOMER SEEKS TECH ASSISTANCE

Customer called the CAC alleging that the SRS light, COMAND and the RADIO are not working properly... He alleges that the vehicle has been to the dealership once before for these same concerns. (see previous referral), and he is concerned that he is experiencing these problems once again... Customer stated that he is concerned the SRS light keeps coming on and he is currently on a trip home from PA.

Open Date: 12/12/2005 10:48:17 **Agent:** Miriam Clark **Phone** 4699 **Note Type:** PC

Customer called back alleging writer told him that someone was going to call him in 15 minutes...I advised that is not correct that I mentioned it would take 3 to 4 business days ...Customer stated that he was taking the vehicle into the dealer today and wanted to know how long it would take..
I advised that only the dealer could provide him with that answer.

Open Date: 12/12/2005 22:19:33 **Agent:** STEVE DENNIS **Phone** **Note Type:** PC

Information sent to dealer.

Open Date: 12/20/2005 15:06:33 **Agent:** STEVE DENNIS **Phone** **Note Type:** RC

See the message below from the Service & Parts Director of Rallye Motors:

Steve,

Steven Afzali
CAC#186525

Vehicle was repaired on Dec. 16, and returned to the customer. We had to replace the modified SRS harness wiring, as per DTB.

Please close this contact!

Charlie Ludemann
Service & Parts Director
Rallye Motors

7/16/2010

Customer Assistance Referral

CA Ref ID: 186638 Priors: Both Open Date: 12/14/2005 Status: CLS Last Update: 02/15/2006

Address: [Redacted]

Title:

Phone: 562-688-3092

Residence

City: Trabuco Canyon

CA [Redacted]

Corres ID: 284631

Agent: Joseph Leonardi Phone: 6255 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA Assign Agent: SOM - 25

Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110761A [Redacted] Model: E55 2005

World VIN: WDBUF76J65A [Redacted]

Mileage: 17125 Engine Number: 11399060036883

Prod Date: 10/17/2003 Warranty Start Date: 12/31/2004

Grp	Fail	Major	Minor	Rsr
68	73	1	3	05

Close Agent: Field Closing Date: 02/15/2006

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

Involved Information

- > [Redacted] - Owner, [Redacted], Trabuco Canyon, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
- > [Redacted] - Representative, [Redacted], Laguna Hills, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted], Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 12/14/2005 15:16:25 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 17125
Warranty Start Date: 12/31/2004
Previous CA Referrals: 181466

Previous Summary Notes: 912724

Letter received from Barnes & Farrell Attorneys at Law by the CAC on December, 14th 2005.

David Farrell is representing [REDACTED] in his demands for MBUSA to repurchase the vehicle under the California Lemon Law.

Letter states that customer has brought the vehicle to the dealership 5 times (Penske Motorcars, West Covina and Mercedes-Benz of Long Beach) for "defective SRS system (5 repair attempts), defective steering/suspension, defective headlight, defective electrical system, defective keyless entry system.

Writer scanned letter and sent to SPOM.

CC: Y. Chang

Open Date: 12/15/2005 09:33:25 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** PC

Request made of SM to provide all pertinent information and recommendations for resolution. Follow-up to continue.

Open Date: 01/23/2006 16:10:23 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** PC

SPOM spoke with customer atty David Farrell this day. Atty will fax copy of RO's for review and I will get back to him ASAP. Follow-up to continue.

Open Date: 02/15/2006 19:29:34 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** RC

After review of service history, determination made by SPOM to repurchase vehicle. SPOM will close this matter in lieu of final buyback figures.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186647 Priors: No Open Date: 12/14/2005 Status: CLS Last Update: 01/18/2006

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

City: Orange Park FL [Redacted] Corres ID: 284620

Agent: Nicole Shababb Phone: 4619 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: 2110701A [Redacted] Model: E500W 2005
World VIN: WDBUF70J65A [Redacted]
Mileage: 7760 Engine Number: 11396730647981
Prod Date: 05/07/2003 Warranty Start Date: 05/05/2005

Grp	Fail	Major	Minor	Rsr
68	73	3	3	08

Close Agent: Field Closing Date: 01/18/2006
Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information

- > [Redacted] - Owner, [Redacted] Orange Park, FL [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/14/2005 17:36:08 Agent: Nicole Shababb Phone 4619 Note Type: PC
Primary Phone: [Redacted] (Business)
Current Mileage: 7 760
Warranty Start Date: 05/05/2005

Customer, [Redacted], sent a Motor Vehicle Defect Notification to the CAC dated 12/12/05 and received 12/14/05.

Customer alleging, "three or more repair attempts have been made to repair the same substantial defect or condition."
Customer claims issues with SRS light.

Florida mailgram to be sent.

cc: Mark Kelly, Legal

Open Date: 12/15/2005 07:08:01 **Agent:** PAUL RENICK **Phone** **Note Type:** RC

Paul Renick

12/15/2005 07:08 AM

To: Jeffrey Hubbard/171/DCAG/DCX@WK-COOP

cc: CO_171_RGN-JACK-TS

Subject: 15320 - MVDN/FRA - CAC 284620 - Heesoo Ham - WDBUF70J65A [REDACTED] - 2005 E320 - 7,760 miles

Jeff:

Please advise the earliest date a TS will be available for this final repair attempt so that I can fill in the blanks below and have the CAC send a mailgram to the customer.

I haven't checked to see if there is a TAC case yet, but if there isn't, I'll make sure the dealer opens one.

Thanks & Happy Holidays,

Paul

Open Date: 12/29/2005 10:25:03 **Agent:** PAUL RENICK **Phone** **Note Type:** RC

Confirmed with customer that FRA would be changed from Monday, 1/2/2006, to Tuesday, 1/3/2006, at 10:00 a.m. since dealership was closed in observance of New Year's Day. pwr

Open Date: 01/18/2006 07:41:17 **Agent:** PAUL RENICK **Phone** **Note Type:** RC

Repairs completed during TS visit. Wiring connector repaired, Sirius antenna replaced, and passenger seat sensor recalibrated. Vehicle returned to customer. pwr

7/16/2010

Customer Assistance Referral

CA Ref ID: 186775 Priors: No Open Date: 12/19/2005 Status: CLS Last Update: 01/04/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hialeah FL [Redacted] Corres ID: 284886

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL Assign Agent: SOM - 24
Orig Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL
Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J55A [Redacted]

Mileage: 8698 Engine Number: 11294931944578

Prod Date: 09/09/2003 Warranty Start Date: 01/29/2005

Close Agent: Field Closing Date: 01/04/2006

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

Grp	Fail	Major	Minor	Rsr
07	10	3	3	08

Involved Information

- > [Redacted] - Owner, [Redacted], Hialeah, FL [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/19/2005 17:10:01 Agent: Arnold Almaguer Phone 4621 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 8698

Warranty Start Date: 01/29/2005

Previous CA Referrals: None

Previous Summary Notes: None

I received corres. no. 284886 which is a FL Motor Vehicle Defect Notification dated 12/14/05 and received at the CAC on 12/19/05.

Letter arrived via Certified Mail.

According to [Redacted] (driver) the vehicle allegedly has been to the dealer 3x because the SRS warning light has appeared in the instrument cluster.

The customer concludes the letter by stating that she can be reached at [Redacted] or [Redacted].

I scanned the correspondence and sent it to the SPOM and Mark Kelly, Legal Dept.

Open Date: 12/19/2005 17:17:22 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
I email Bill Norman the FL Mailgram for his review so that the CAC can respond.

Open Date: 12/19/2005 17:58:10 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC
SPOM sent CAC appointment date and time of 01/04/05 at 10:00 am at Fort Lauderdale for mailgram to be sent to the customer.

Open Date: 12/20/2005 10:06:29 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Mailgram sent.

Open Date: 01/04/2006 15:26:13 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** RC
SPOM inspected vehicle and had shop foreman assigned to diagnostic process of repair. Will follow repair process as set out by FRA and FL.L.L.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186809 Priors: No Open Date: 12/20/2005 Status: CLS Last Update: 01/12/2006

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence
City: Covina CA [Redacted] Corres ID:

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 23
Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J25A [Redacted]
Mileage: 9250 Engine Number: 11294931937021
Prod Date: 02/25/2003 Warranty Start Date: 12/28/2004

Grp	Fail	Major	Minor	Rsr
68	73	2	3	08

Close Agent: Field Closing Date: 01/12/2006
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Covina, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/20/2005 16:22:35 Agent: Arnold Almaguer Phone 4621 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 9250
Warranty Start Date: 12/28/2004
Previous CA Referrals: None

Previous Summary Notes: 4007, 53909

TECHNICAL ASSISTANCE REQUEST.

[Redacted] claims she has visited Penske Motors allegedly 4x because the SRS warning light appears on the instrument cluster. She stated that the vehicle is presently at Penske Motors and they have provided alternate transportation.

[Redacted] expressed her concerns about the quality of this vehicle. Therefore, she would like the intervention of Mercedes-Benz USA to provide whatever technical assistance that may be required in order for her dealer to ultimately resolve this alleged outstanding SRS issue.

Open Date: 12/22/2005 11:57:28 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

██████████ called and rehashed the above. She claims that she had to call the dealer for an update, instead of the other way around. Customer claims the dealer has ordered parts to repair the SRS issue and that they may arrive next week at the dealer. Customer expressed her urgency to have this repaired as quickly as possible.

I assured the customer that the appropriate parties are involved and encouraged her to keep in touch with the Service Manager at Penske Motors.

Open Date: 12/27/2005 13:42:28 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC

SPOM reviewed case with SM. (RO#57453)

SM will have chrono created as it appears that this is the 4th SRS complaint. Shop foreman will have a TAC case opened up. Part scheduled to be delivered this week.

Open Date: 12/27/2005 14:23:28 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC

TAC case reported: 240101397

Open Date: 01/03/2006 13:44:06 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC

SM reports still waiting on parts.

Open Date: 01/12/2006 17:17:56 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC

SM reports that customer will accept the one month lease payment. Vehicle is repaired and schedule for pick up later this afternoon. SM to get copy of customers lease statement. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186942 Priors: Cus Open Date: 12/26/2005 Status: CLS Last Update: 01/11/2006

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

City: Fort Lee NJ [Redacted] Corres ID:

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 51142 BENZEL - BUSCH MOTOR ENGLEWOOD NJ Assign Agent: SOM - 28

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: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26J05A [Redacted]

Mileage: 12000 Engine Number: 64896130087003

Prod Date: 04/06/2004 Warranty Start Date: 08/31/2004

Grp	Fail	Major	Minor	Rsr
10	10	3	3	08

Close Agent: Field Closing Date: 01/11/2006

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

Involved Information

> [Redacted] - Owner, [Redacted], Fort Lee, NJ [Redacted]
[Redacted] Primary Residence
[Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/26/2005 15:00:25 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 12000

Warranty Start Date: 08/31/2004

Previous CA Referrals:

Previous Summary Notes: 857573, 883962

Customer called the CAC in reference to his 2005 E320CDI. He stated that his vehicle has had numerous issues and the vehicle has been at the dealership for 3 weeks and has no ETA on when it will be returned to him.

He said that the vehicle is there for a fuel leak from the fuel filter, he said that it has had issues with the suspension, horn, SRS system, instrument cluster and brakes.

He said that he never drives the car as it is always in the shop, he said that he does not want the car anymore and "believes he has a lemon".

Writer apologized for the inconveniences and informed him that he will document and forward his concerns.

CC A Zepf.

Open Date: 12/27/2005 10:35:40 **Agent:** MIKE WILLARD **Phone** **Note Type:** PC
Writer is at dealership today and will address customer's concerns.

Open Date: 12/30/2005 09:48:04 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Customer contacted CAC claiming his salesman contacted him and offered:
trade into 2006 E320 CDI and pay \$2200
repair customer's current vehicle and MBUSA continue to honor LNCW.

Customer claimed he does not accept any of these answers. Customer hung up on writer.

Open Date: 01/11/2006 10:23:49 **Agent:** MIKE WILLARD **Phone** **Note Type:** RC
MBUSA and dealer will assist customer out of vehicle and into another.
Dealer did find vehicle to customer's liking from a dealer in Devon PA.

7/16/2010

Customer Assistance Referral

CA Ref ID: 186954 Priors: No Open Date: 12/27/2005 Status: CLS Last Update: 02/08/2006

Address: [Redacted]

Title:

Phone: 503-645-0737

Residence

City: Portland

OR [Redacted]

Corres ID:

Agent: Cynthia Feuss

Phone: 6289

Orig By: P

Orig CD: H0

Region: 6

Market: 4

Service Retailer: 66105 MERCEDES-BENZ OF WIL WILSONVILLE OR Assign Agent: SOM - 25

Orig Retailer: 84100 MERCEDES-BENZ OF TAC FIFE WA

Sell Retailer: 84100 MERCEDES-BENZ OF TAC FIFE WA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J36A [Redacted]

Mileage: 6000

Engine Number: 27296430028837

Prod Date: 03/03/2004

Warranty Start Date: 06/05/2005

Close Agent:

Field Closing Date: 02/08/2006

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
82	73	2	2	07

Involved Information

- > [Redacted], Portland, OR [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence
- > [Redacted] - Driver, [Redacted] Portland, OR [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/27/2005 12:10:22 Agent: Cynthia Feuss Phone 6289 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 6000

Warranty Start Date: 06/05/2005

Previous CA Referrals:

Previous Summary Notes:

Owner states she is "not happy with this car, I believe we bought a lemon. I am also not very happy with the service, they seem content to send us on our way and tell us to wait until the oil light comes on again. I do not feel safe driving this car, especially with my child in the car." Owner claims she has been to dealer 2x for low oil light and was told to wait again for the oil light to come on again. Owner states vehicle is currently at dealer for SRS light, seat belt repair. Owner expresses discontent that she was given a "Ford Taurus to drive when I am paying for Mercedes. I should not have to be involved in your diagnostic process, I should not be told to drive a car and wait for it to break again. I spoke with the Service Manager Brian Tran, he was very confrontational and rude, he is not good at customer service. I do not want to talk to him anymore, so I have asked for his Supervisor to call me back." Owner claims that SA Hans has been "very nice, but I was not happy to hear him say that he agrees that the car burned too much oil on the test drive and he thinks the car is going to need a new engine. I have a long trip to take and I do not want to take it until I am guaranteed that this car is fixed." Owner seeks immediate follow up.

Open Date: 12/27/2005 13:17:40 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Shannon, the Service Manager, advised that dealer is performing the oil consumption test path listed in the DTB.

As for the SRS. Dealer received the harness today and expect to repair it by the end of the business day.

Open Date: 12/27/2005 13:56:01 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** PC
Brian (SM) Called and stated that customer will be calling the CAC. Writer informed him that the customer has called and a referral had been opened.

He said that they are working on the oil consumption issue and the SRS issue should be resolved shortly.

Open Date: 12/27/2005 15:03:08 **Agent:** Honora Duffy **Phone** 6307 **Note Type:** PC
[REDACTED] called again wanting to know "how I can file complaint about being treated rudely by General Manager & Service Manager".

I confirmed that as a result of her original call, MBUSA is going to address any technical issues she may be having with vehicle, but since dealer is privately owned, dealer would have to address how she feels about being treated by their individual employees.

Open Date: 12/27/2005 15:51:25 **Agent:** DONALD ZINDA **Phone** **Note Type:** PC
Will review with the dealer to address the clients concerns.

Open Date: 12/27/2005 15:54:11 **Agent:** DONALD ZINDA **Phone** **Note Type:** PC
Case transferred to Portland from Wilsonville.

Open Date: 12/27/2005 18:50:25 **Agent:** DONALD ZINDA **Phone** **Note Type:** PC
Reviewed with Shannon, car is at Wilsonville.

Open Date: 02/08/2006 19:02:46 **Agent:** DONALD ZINDA **Phone** **Note Type:** RC
The parts to repair the SRS came in and [REDACTED] has her vehicle back as of December 28, 2005. The oil consumption concern is noted but does not meet Mercedes Benz requirements for excessive consumption.

Brian Thran
Fixed Operations Manager
Mercedes Benz of Wilsonville

7/16/2010

Customer Assistance Referral

CA Ref ID: 187084 Priors: No Open Date: 12/30/2005 Status: CLS Last Update: 01/03/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Corte Madera CA [Redacted] Corres ID: 285512

Agent: Ed Duffy Phone: 6296 Orig By: M Orig CD: HO Region: 6 Market: 4

Service Retailer: 05614 R. A. B. MOTORS, INC SAN RAFAEL CA Assign Agent: SOM - 23
Orig Retailer: 05106 MERCEDES-BENZ OF SAN SANTA ROSA CA
Sell Retailer: 05106 MERCEDES-BENZ OF SAN SANTA ROSA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J45A [Redacted]

Mileage: 8483 Engine Number: 11294931920765

Prod Date: 08/20/2002 Warranty Start Date: 12/17/2004

Grp	Fail	Major	Minor	Rsr
54	73	3	3	09

Close Agent: Field Closing Date: 01/03/2006

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

Involved Information

- [Redacted] - Representative, [Redacted] San Diego, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Business
 - [Redacted] Secondary Fax
 - [Redacted] Secondary Business
- [Redacted] - Owner, [Redacted], Corte Madera, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/30/2005 10:42:01 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 8483
Warranty Start Date: 12/17/2004
Previous CA Referrals:

Previous Summary Notes: 853897

Received a letter via regular mail on 12/29/05, dated 12/22/05 from William R. McGee, Esq. post marked 12/22/05.

Mr. McGee is representing [REDACTED] under California Lemon Law and is alleging this vehicle has been out of service for over 41 days since delivery for alleged numerous defects and non-conformities, there are no specifics given.

Mr. McGee states his client is willing to return this vehicle and settle this matter for a repurchase of the subject vehicle and restitution in the following amount:

Down payment.....	\$30,000.00
13 Monthly payments.....	6,999.20
2006 registration fee	TBD
Less use of 1,720 miles.....	(776.95)
Attorney's fees.....	3,000.00
Total	\$39,222.25

Attorney states if he does not hear from MBUSA by 1/22/06 he will initiate legal proceedings.

Open Date: 12/30/2005 10:43:18 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC

Copy of referral to Janet Charles
Copy of letter to Maarco Fletcher and FYI to JC

Open Date: 01/03/2006 18:55:22 **Agent:** kenneth fletcher **Phone** **Note Type:** PC

SPOM discussed the matter with Service Manager and decided to buy the car back because the car appears to have been down for more than 30 days and had 2 SRS light repairs.

Open Date: 01/03/2006 19:02:21 **Agent:** kenneth fletcher **Phone** **Note Type:** RC

SPOM left a message for William McGee advising that he would be buying this car back. SPOM requested that the attorney fax the sales contract for this customer's car.

Mr. McGee is on vacation until January 9, 2006.

7/16/2010

Customer Assistance Referral

CA Ref ID: 187089 Priors: Both Open Date: 12/30/2005 Status: CLS Last Update: 01/03/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Tequesta FL [Redacted] Corres ID:

Agent: Maria Cruz Phone: 4604 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL Assign Agent: SOM - 24
Orig Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL
Sell Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26J95A [Redacted]

Mileage: 13000 Engine Number: 64896130108682

Prod Date: 11/14/2003 Warranty Start Date: 01/21/2005

Close Agent: Field Closing Date: 01/03/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	3	2	05

Involved Information

- [Redacted] - Driver, [Redacted], Jupiter, FL [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
- [Redacted] - Owner, [Redacted] Tequesta, FL [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/30/2005 13:13:19 **Agent:** Maria Cruz **Phone** 4604 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 12741
Warranty Start Date: 01/21/2005
Previous CA Referrals: 179807, 185611

Previous Summary Notes: 929524

Cc: Mark Kelly

[REDACTED] called writer directly.

Customer complains that vehicle has been at the dealer twice since his last contact to the CAC (see previous referral) and issues with battery draw persist.

He states that there is a electrical defect in the vehicle that has caused problems with the SRS, the audio, and other systems which ultimately lead to a dead battery. Customer is extremely frustrated. He states that the dealer has changed out many electrical parts and issues persist. Customer states " the dealer is unable to make a permanent repair".

Customer wants MBUSA to revisit his request for a buyback.

Customer also advised that he has dealt with 6 different service reps. Before speaking with me he claims he tried to call the head tech, Gus Wessel.

Writer advised customer to speak with the Service Mgr directly. Customer requested that I call the SM on his behalf and fill him in before he calls SM directly.

Open Date: 12/30/2005 13:13:57 **Agent:** Maria Cruz **Phone** 4604 **Note Type:** PC

Writer left voice mail message for Ron Yanni advising of the above.

Open Date: 01/02/2006 11:56:46 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC

SPOM requested e-mail update from service manager at Palm Beach

Open Date: 01/03/2006 14:06:40 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** PC

Veh. failed while in the shop. Comand unit was the problem, Dealer replaced Comand unit and correct electrical draw condition.

Open Date: 01/03/2006 14:08:11 **Agent:** WILLIAM NORMAN **Phone** **Note Type:** RC

Close to above

7/16/2010

Customer Assistance Referral

CA Ref ID: 187095 Priors: No Open Date: 12/30/2005 Status: CLS Last Update: 01/05/2006

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence [REDACTED]
 City: Glendale CA [REDACTED] Corres ID: [REDACTED]

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 23
 Orig Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA
 Sell Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [REDACTED] Model: E320W 2005

World VIN: WDBUF65JX5A [REDACTED]

Mileage: 15021 Engine Number: 11294931921185

Prod Date: 09/02/2003 Warranty Start Date: 11/15/2004

Close Agent: Field Closing Date: 01/05/2006

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

Grp	Fail	Major	Minor	Rsr
68	73	2	3	08

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 12/30/2005 15:09:54 Agent: John Hart Phone 4669 Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 15021

Warranty Start Date: 11/15/2004

Previous CA Referrals:

Previous Summary Notes:

Technical Assistnace/ Replacment Vehicle Requested

Customer [REDACTED] phoned the CAC alleging this is the 4th time for SRS malfunction. "I feel like I am driving rentals more than car".

"I do not feel safe or comfortable driving this car. This is my first Mercedes and I leased it because of the security/safety. I have children. The SRS light keeps coming on".

Writer advised customer we will review and document concerns, please allow several business days for communication to occur.

Y. Chang

Open Date: 01/02/2006 19:13:14

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

SM reports 3 repairs for SRS:

First time - 03/04/05 - Ro. 72501 - miles 3,807 - Coded Spiral Spring -
Second time 10/28/05 - Ro. 84730 - miles - 12,883 - coded 91A3 - Cable
harness & buckle
Third time - 12/09/05 - Ro. 87542 - miles - 15,021 - Code 9102 - Spiral
spring

7 months and 9,076 miles between first and second SRS.

2 months and 2,138 miles between second and third SRS.

Open Date: 01/05/2006 14:14:36

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM and SM reviewed history and 3 verified complaints for SRS concerns with the Presumption period.. Also CEL for CAM position sensor. SM to contact customer. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 187353 Priors: No Open Date: 01/10/2006 Status: CLS Last Update: 02/23/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Beverly Hills CA [Redacted] Corres ID:

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

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24

Orig Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA

Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J85A [Redacted]

Mileage: 13200 Engine Number: 11396730600585

Prod Date: 08/07/2002 Warranty Start Date: 09/16/2004

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

Close Agent: Field Closing Date: 02/23/2006

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

Involved Information

- > [Redacted] - Driver, [Redacted], Beverly Hills, CA [Redacted]
 - [Redacted] Primary Mobile
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
- > [Redacted], [Redacted] Beverly Hills, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 01/10/2006 13:01:13 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Primary Phone: 3104355474
Current Mileage: 13143
Warranty Start Date: 09/16/2004
Previous CA Referrals:

Previous Summary Notes: 725050, 756469

██████████ contacted CAC claiming "My car has been at the dealer for 26 days, I want to invoke the lemon law on this."

Customer claimed "4 times for suspension being broken and 3 times for the SRS thing, it was dropped off on 12/21/05 for the latest SRS problem and is still there and they do not know what to do or how to fix it."

Customer claimed "I want out of this car."

CC: Yvette Chang - legal

Open Date: 01/30/2006 17:20:55 **Agent:** BRIAN BAE **Phone** **Note Type:** PC
Cameron,

This customer is claiming Lemon Law. Can you get me a chron for our next meeting?

2005 E500
WDBUF70J85A ██████████

Brian Bae

Open Date: 02/10/2006 19:53:20 **Agent:** BRIAN BAE **Phone** **Note Type:** PC
Called customer and indicated that MBUSA would like to repurchase vehicle because of days down. ██████████ to fax over contract.

Open Date: 02/17/2006 17:37:24 **Agent:** BRIAN BAE **Phone** **Note Type:** PC
██████████, daughter, to acquire contract and fax over.

Open Date: 02/23/2006 17:29:12 **Agent:** BRIAN BAE **Phone** **Note Type:** RC
Vehicle bought back.

7/16/2010

Customer Assistance Referral

CA Ref ID: 187364 Priors: Both Open Date: 01/10/2006 Status: CLS Last Update: 01/17/2006

Address: [Redacted]

Title:
Phone: - -

City: Houston TX [Redacted] Corres ID:

Agent: Mark Sluscavage Phone: 6234 Orig By: P Orig CD: HO Region: 6 Market: 7

Service Retailer: 75128 MERCEDES-BENZ OF SUG SUGAR LAND TX Assign Agent: SOM - 30
Orig Retailer: 75128 MERCEDES-BENZ OF SUG SUGAR LAND TX
Sell Retailer: 75128 MERCEDES-BENZ OF SUG SUGAR LAND TX

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2006
World VIN: WDBUF26J96A [Redacted]
Mileage: 1600 Engine Number: 64896130129448
Prod Date: 02/12/2004 Warranty Start Date: 11/15/2005

Grp	Fail	Major	Minor	Rsr
68	10	3	3	13

Close Agent: Field Closing Date: 01/17/2006
Close With: O Close By: D Close How: P Owner Satisfied: N

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 01/10/2006 17:05:17

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 1,600

Warranty Start Date: 11/15/2005

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] phoned the CAC seeking MBUSA involvement and possible repurchase of the vehicle due to alleged "electrical and quality" concerns.

Customer claimed, "The first week I owned the car, the check engine light came on and the dealer had to replace the glow plugs. Now, the gas gauge flashes on and off, the radio randomly blasts, and the SRS light has come on. I am afraid to drive the car with that light on and I have a bad feeling that this car is a lemon. I would like to be traded out of this car and into an identical one, with out all of these issues."

Customer claimed, "I had a 1982 300SD for sixteen years, traded that for a Lexus, and now I'm back, but if your vehicles are all like this, I'm not sure if I've made a good decision. This is a brand new car and it's having all of these issues."

Customer is requesting MBUSA involvement and possible repurchase of the vehicle due to alleged "electrical and quality" concerns.

cc: Janet Charles

Open Date: 01/10/2006 21:51:46

Agent: Mark Sluscavage

Phone 6234

Note Type: TN

Customer called back claiming, "I left 2 messages for [REDACTED] at Sugarland and I finally called him back, and he said I cannot get a loaner until Friday, so I am taking the car to Greenway. I made a 9:00 appointment there."

Customer claimed, "I am really upset with Sugarland and I think now, they've lost my business. Greenway is more convenient for me anyway and they were able to get me in tomorrow, but they said they can't get me a loaner until Friday."

Writer advised customer her comments will be noted and the referral directed to MB of Houston Greenway.

Writer sent an email to SPOM Frank Oswald to advise.

Open Date: 01/11/2006 10:29:23

Agent: FRANK OSWALD

Phone

Note Type: PC

dealer to review and advise.

Open Date: 01/12/2006 15:43:55

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Customer left an irate voice message on writer's voice mail claiming, "the car is at Greenway now and they gave me a loaner, but they said it will be a week to get the part in!"

Customer claimed, "I want to know how quickly and how much I have to pay to get out of this car NOW! I am absolutely furious with this purchase and the whole experience! You tell the person in charge, the regional manager, I want a call NOW!"

Writer forwarded customer's comments to SPOM Frank Oswald to advise.

Open Date: 01/13/2006 14:30:30

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Writer phoned SPOM Frank Oswald to advise him of customer's allegations.

SPOM advised writer at this time repair history does not support repurchase or trade assist.

SPOM advised writer that if customer wishes to trade out of the vehicle, she may speak with the general sales managers at either Greenway or Sugarland about this.

Writer phoned Service Manager Cyrus to check status of the vehicle.

Cyrus advised writer the vehicle needed parts 001 540 8805 (electrical cable in steering wheel) and 002 546 1341 (connector clip)

SM advised these parts came in today and the vehicle will be repaired today or latest Monday.

Open Date: 01/13/2006 19:10:53 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC

Writer returned customer's call and advised her of SPOM's notes (above.)

Customer claimed, "I will go back to Sugarland before I put more miles on the car and see if we can work out a deal. I really do not want to pay more money for another car because of all the problems this one has had, and I would like to transfer the extended warranty to the new one as well."

Customer claimed she had purchased "three years and up to 75,000 mile, manufacturer backed warranty."

Writer checked vehicle in VMI, and there is no ELW.

Customer claimed, "The sales rep Ken, at Sugarland told me that Mercedes-Benz does not offer extended warranties and sold me this one! He did not even offer me one or tell me anything about it! I specifically requested a Mercedes-Benz manufacturers extended warranty and he assured me that this one was! That was a blatant lie!"

Customer claimed, "I now want a replacement vehicle and I want to buy a Mercedes-Benz extended warranty."

Customer requested writer, "Call the sales managers at Sugarland and tell them about my issues and requests so they know when I come back there."

Writer advised customer her comments will be noted and writer will call the sales manager at Sugarland to advise him of customer's requests.

Open Date: 01/13/2006 19:23:34 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC

Writer sent an email to Market Manager Matt Messerly to advise of customer's allegations at time of sale.

Writer left a voice message at customer's request with Howard Rich, Sales Manager at MB of Sugarland, to advise of customer's allegations and requests.

Open Date: 01/17/2006 11:03:07 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Customer called again demands a call from Mercedes manager today at 713-594-2228.

Writer forwarded message to Frank Oswald by e-mail.

Open Date: 01/17/2006 14:00:00 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC

Customer left an irate message on writer's voice mail claiming, "Greenway told me the car would be ready today, then they call me back and tell me a part is on back order and it will not be ready for at least a week! I was nice before, but now I'm furious! I want a manager, someone in charge, to call me back now!"

Writer phoned SM Cyrus to advise of customer's allegations of back ordered part.

SM advised per SPOM Frank Oswald, and a NetStar bulletin, the part customer's vehicle needs, can be repaired.

Open Date: 01/17/2006 16:41:49 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC

Customer called back claiming, "No one has called me back! I want the regional manager to call me- I need some kind of communication! I am absolutely furious at the lack of communication from Mercedes-Benz! If I were a man, this wouldn't be happening! Because I am a woman, I am being ignored! MBUSA needs to stand behind their product and get me into a car that is not at the shop all the time!"

Customer claimed, "I will not accept that car back! When I go back to the dealer, a new one better be waiting there, because I will not get back into that Lemon!"

Customer claimed, "I want a full refund for the junk aftermarket warranty Sugarland made me think was a manufacturer's warranty! I will not take that car back!"

Writer advised customer her comments will be noted and that her request for "immediate contact" with the regional manager will be forwarded.

Customer demanded the regional manager's phone number. Writer respectfully declined.

Customer claimed, "If this is not taken care of today, I will go to an attorney!"

Open Date: 01/17/2006 16:48:03 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC

Writer phoned SPOM Frank Oswald to advise of customer's allegations and request for contact by "someone in charge."

Open Date: 01/17/2006 17:19:21 **Agent:** FRANK OSWALD **Phone** **Note Type:** RC

to called customer, advised that MBUSA is not in a position to replace the vehicle, but will honor the limited new vehicle warranty and repair the car. Selling dealer will have to straighten out the ELW (aftermarket) situation. Customer is unreasonable in demanding a new car.

Open Date: 01/17/2006 17:29:15 **Agent:** FRANK OSWALD **Phone** **Note Type:** RC

Sugarland dealer offered loaner car , offered to pick up and deliver a loaner car. Customer refused, stating she was taking car to Greenway. Now she states Greenway wants to get her into another car. I advised that more than likely, there will be a charge to trade cars, and that MB Sugarland needs to handle the aftermarket warranty concern. Howard Rich of Sugarland to call about that situation.

7/16/2010

Customer Assistance Referral

CA Ref ID: 187369 Priors: No Open Date: 01/10/2006 Status: CLS Last Update: 01/23/2006

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

City: Richmond CA [Redacted] Corres ID:

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 6 Market: 2

Service Retailer: 05158 MERCEDES-BENZ OF WAL WALNUT CREEK CA Assign Agent: SOM - 21
Orig Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA
Sell Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X36A [Redacted]
Mileage: 55000 Engine Number: 11396730632655
Prod Date: 10/01/2005 Warranty Start Date: 12/01/2004

Grp	Fail	Major	Minor	Rsr
54	52	2	3	08

Close Agent: Field Closing Date: 01/23/2006
Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted], Richmond, CA [Redacted]
[Redacted], Primary Business
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/10/2006 18:29:55 Agent: Robyn Letz Phone 6209 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 55000 writer sent message to have mileage corrected , s/b 14,000
Warranty Start Date: 12/01/2004
Previous CA Referrals:

Previous Summary Notes: 1002273, 1002274, 1014505

[Redacted] called the CAC.

Customer requests repurchase of vehicle under terms of CA Lemon Law.

Customer alleges vehicle has been at dealer 3 times for SRS issue.

Customer says vehicle is at dealership today for this issue.

CC: Janet Charles

Open Date: 01/11/2006 13:08:34 Agent: CHRISTOPHER CARTER Phone Note Type: PC

Contacted the service manager, asked him to pull the repair history and contact me back.

Open Date: 01/13/2006 15:40:23 **Agent:** Kristin Kapr **Phone** **Note Type:** PC

Customer called the CAC very upset that he had not be contacted back.

Customer stated "My wife and I do not feel safe driving this vehicle. This vehicle is considered a lemon and you people are not doing anything about it. I contacted and attorney and he advised me after three times something is not correct this is a lemon. I am going to sue you if you do not take this car back and give me a new one with no problems.

If you do not do this I am going to get a crane and park it in front of my house and hang the lemon vehicle off of the crane. I will also be contacting the county news paper. I will do this if no one calls me back about my vehicle."

The writer advised this information is still under review. The writer advised she can put a request for a regional representative to contact the customer back but can not guarantee the call back.

The writer advised the customer all comments and concerns will be documented and forwarded to the appropriate parties.

Open Date: 01/23/2006 12:44:30 **Agent:** CHRISTOPHER CARTER **Phone** **Note Type:** RC

Buyback in process.

7/16/2010

Customer Assistance Referral

CA Ref ID: 187590 Priors: Both Open Date: 01/18/2006 Status: CLS Last Update: 01/20/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Whitehouse Station NJ [Redacted] Corres ID: 286641

Agent: Ed Duffy Phone: 6296 Orig By: M Orig CD: HO Region: 5 Market: 4

Service Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ Assign Agent: SOM - 25

Orig Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ

Sell Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ

Disp Amt: [Redacted] Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26J35A [Redacted]

Mileage: 9523 Engine Number: 64896130103057

Prod Date: 05/03/2004 Warranty Start Date: 01/19/2005

Close Agent: [Redacted] Field Closing Date: 01/20/2006

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

Grp	Fail	Major	Minor	Rsr
10	10	2	3	03

Involved Information

> [Redacted] - Owner, [Redacted] Whitehouse Station, NJ [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/18/2006 11:59:26 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 9523

Warranty Start Date: 01/19/2005

Previous CA Referrals:

Previous Summary Notes: 960538

[Redacted] sent a letter to MBUSA dated 1/11/06, via certified mail post marked 1/12/06 received 1/17/06.

[Redacted] alleges this vehicle to be a lemon and that it meets the requirements for the NJ Lemon Law. He alleges 6 times to the dealer and 27 down days attending to alleged repairs involving, acceleration, SRS, battery and navigation concerns.

[Redacted] states the vehicle is currently experiencing acceleration concerns and is willing to allow 1 final repair attempt and if not repaired within 10 calendar days of receipt of this letter he will file for Lemon Law

Copy of referral

Open Date: 01/18/2006 12:54:25 Agent: Ed Duffy Phone 6296 Note Type: PC

Copy of letter scanned and sent to SPOM with cc to A. Zepf

Copy of referral to A. Zepf

Open Date: 01/18/2006 14:40:06 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** PC

SPOM sent the following email to SD Joe C today:

Joe-

Can you please contact this owner ([REDACTED]) and schedule a Final Repair Attempt ? He has offered this to us (SEE HIS ATTACHED LETTER) and therefore we should jump on this opportunity and hopefully put his alleged issues to rest.

Please advise when he is scheduled to come in.

thanks,
EE

Open Date: 01/19/2006 14:38:25 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** PC

SPOM received the following email today from SD Joe C at Bridgewater:

" Eric,
I had the BDC try to contact this client to arrange an appointment. Lavine left a message.

At this time we are waiting for a return call from the client to schedule an appointment.

When the appt is set I will let you know.

Joe Carannante
Director of Service & Parts Operations
Millennium Mercedes-Benz
Office (908) 685-0800 ext 228 "

Open Date: 01/20/2006 15:46:36 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** RC

SPOM recived the following email today from SD Joe C:

Eric,

[REDACTED] just contacted the BDC to cancel his appointment to have vehicle repaired. He states there is nothing wrong with his vehicle at this time.

Joe Carannante
Director of Service & Parts Operations
Millennium Mercedes-Benz

SPOM then sent the following email to MB Atty Anthony Zepf and then closed this case:

Anthony-

Please see note just received from SD Joe C below. Looks like we successfully called his bluff ! Can you please send him a letter documenting the fact that his Lemon Law claim is now null and void.

thanks,
EE

Customer Assistance Referral

CA Ref ID: 187775 Priors: Both Open Date: 01/23/2006 Status: CLS Last Update: 02/16/2006

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

City: Playa Del Rey CA [REDACTED] Corres ID: 287121

Agent: Lois Grillo Phone: 4627 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05154 W.I. SIMONSON SANTA MONICA CA Assign Agent: SOM - 24
 Orig Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA
 Sell Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [REDACTED] Model: E320W 2005

World VIN: WDBUF65J25A [REDACTED]

Mileage: 7763 Engine Number: 11294931944612

Prod Date: 09/10/2003 Warranty Start Date: 01/24/2005

Grp	Fail	Major	Minor	Rsr
10	10	2	3	04

Close Agent: Field Closing Date: 02/16/2006

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

Involved Information

- [REDACTED] Representative, [REDACTED], Los Angeles, CA [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Fax
- [REDACTED] - Owner, [REDACTED] Playa Del Rey, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/23/2006 16:48:48

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 7763

Warranty Start Date: 01/24/2005

Previous CA Referrals: 185657

Previous Summary Notes: 741025

Attorney sent demand letter.

Attorney, Alex Cha, sent a demand letter dated 1/20/06 to MBUSA/CAC via FedEx (8525 8953 5175) received in Customer Relations 1/23/06 with copies of purchase agreement & repair invoices.

Attorney advises that he represents James King in regard to his 2005 E320 and that pursuant to the Song-Beverly Consumer Warranty Act demands repurchase of the vehicle. Attorney alleges SRS light malfunction.

Attorney demands:

*Down payment - \$10,000.

Monthly Finance payments - \$13,104.96

Registration fees - \$600.

Attorney Fees - \$4,500.

Total: \$28,204.96

Attorney advises that if this demand is not resolved within 10 days of this letter, they will file a lawsuit against MBUSA and the dealership for negligent repair.

CC: Yvette Chang

Open Date: 01/23/2006 17:11:08

Agent: Lois Grillo

Phone 4627

Note Type: PC

writer emailed Yvette Chang with referral & corres. this date/time. Writer also emailed Brian Bae this date/time with corres.

Open Date: 01/24/2006 10:43:04

Agent: Lois Grillo

Phone 4627

Note Type: PC

Jan 24, 2006

Mr. Alex Cha

3435 Wilshire Blvd Ste 2600

Los Angeles, CA 900102012

Subject: Model: 2005 E320W

VIN: WDBUF65J25A [REDACTED]

Dear Mr. Cha:

Thank you for your letter on behalf of your client, James King.

Your client's authorized Mercedes Benz dealership, in conjunction with our regional manager, is in the best position to address matters of this nature on behalf of Mercedes-Benz USA, LLC. Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely

Lois Grillo

Customer Relations Liaison

CC: Brian Bae, SPOM Rgn 3, Mkt 4

Yvette Chang, Legal Dept.

REFERRAL #187775

CORRES #287121

Open Date: 02/08/2006 18:02:45

Agent: BRIAN BAE

Phone

Note Type: PC

Called attorney and left message for call back. Vehicle has only been to the shop for two visits. SPOM is inclined to decline repurchase based on warranty history.

Open Date: 02/16/2006 13:18:54

Agent: BRIAN BAE

Phone

Note Type: RC

Attorney was advised that MBUSA will not be taking back the vehicle based on the current history.

7/16/2010

Customer Assistance Referral

CA Ref ID: 187809 Priors: No Open Date: 01/24/2006 Status: CLS Last Update: 02/14/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Reserve LA [Redacted] Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 2 Market: 3

Service Retailer: 32507 MERCEDES-BENZ OF NEW METAIRIE LA Assign Agent: SOM - 31
Orig Retailer: 32507 MERCEDES-BENZ OF NEW METAIRIE LA
Sell Retailer: 32507 MERCEDES-BENZ OF NEW METAIRIE LA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26J55A [Redacted]

Mileage: 26000 Engine Number: 64896130099687

Prod Date: Warranty Start Date: 11/19/2004

Close Agent: Field Closing Date: 02/14/2006

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

Grp	Fail	Major	Minor	Rsr
10	10	2	2	14

Involved Information

- > [Redacted] - Owner, [Redacted] Reserve, LA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Mobile
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/24/2006 11:32:31

Agent: Patricia Murdy

Phone 6394

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 26000

Warranty Start Date: 11/19/2004

Previous CA Referrals:

Previous Summary Notes: 882889, 1037489

[REDACTED] contacted the CAC expressing complete dissatisfaction with his vehicle.

Customer alleges since purchasing the vehicle, it has been into the dealer every 4-6 weeks for a variety of issues.

Customer alleged to have issues with the following:

exterior lighting, door ajar light on constantly, SRS light (4 times), automatic trunk closer inoperable, sun shades, and sunroof inoperable.

Customer claims most recently he had his vehicle towed in this past weekend because his instrument cluster stated "brake defective." Customer stated he loves the vehicle but is sick of having to bring it in constantly. Customer stated he is seeking the same model, "but one that works."

Writer apologized to customer for his dissatisfaction. Writer advised customer his comments would be documented and forwarded to the regional manager for review. Writer advised customer this would take several business days.

CC: Mark Kelly

Open Date: 01/30/2006 16:54:00

Agent: EDWARD HOEFL

Phone

Note Type: RC

Writer has reviewed request from customer and will buy back vehicle as a pre-emptive legal matter.

Open Date: 01/31/2006 08:23:41

Agent: Honora Duffy

Phone 6307

Note Type: PC

Owner has sent 3 page letter & repair order history with his demand for buyback ... writer has replied with below letter:

January 31, 2006

[REDACTED]
Reserve, Louisiana [REDACTED]

Subject:Model:2005 E320CDI

VIN:WDBUF26J55A [REDACTED]

Dear [REDACTED]

Thank you for your recent letter to Mercedes-Benz USA, LLC.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Honora Duffy
Customer Relations Liaison

CC:Ed Hoefl, SPOM 31/Region 2
Mark Kelly, Legal (FYI)

REFERRAL 187809
CORRES. NO. 287601

7/16/2010

Customer Assistance Referral

CA Ref ID: 187954 Priors: Both Open Date: 01/27/2006 Status: CLS Last Update: 02/14/2006

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

City: Brooklyn NY [Redacted] Corres ID:

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 5 Market: 2

Service Retailer: 55164 SOVEREIGN MOTOR CARS BROOKLYN NY Assign Agent: SOM - 24
Orig Retailer: 55164 SOVEREIGN MOTOR CARS BROOKLYN NY
Sell Retailer: 55164 SOVEREIGN MOTOR CARS BROOKLYN NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J96A [Redacted]
Mileage: 10500 Engine Number: 27296430058989
Prod Date: 03/04/2004 Warranty Start Date: 06/29/2005

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

Close Agent: Field Closing Date: 02/14/2006
Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 01/27/2006 15:02:46 Agent: John Hart Phone 4669 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 4480
Warranty Start Date: 06/29/2005
Previous CA Referrals:

Previous Summary Notes: 977518

Technical Assistance/ Replacement Vehicle Requested

[Redacted] phoned the CAC wishing to express dissatisfaction with the above referenced vehicle.

"My car is at the dealer (Sovereign) for the SRS system. This now the 3rd time. I am driving a loaner and this is not what I paid for or expected. I would like some help or a new car".

Additionally, customer claims that he needed to add 2 quarts of oil and may be experiencing oil consumption. Writer advised customer we will document and review concerns, please allow several business days for communication to occur.

CC: Anthony Zepf

Open Date: 01/27/2006 16:16:37 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** PC
SPOM will discuss with SD Jim M on next dealer visit.

Open Date: 02/14/2006 16:21:22 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** RC
SPOM discussed this case today with SD Jim M while on dealer visit. Dealer changed connector in the steering column module, which fully repaired vehicle. Dealer confirmed today that no further communication since repair from owner. Dealer also added 1 qt of oil.

7/16/2010

Customer Assistance Referral

CA Ref ID: 188088 Priors: Both Open Date: 02/01/2006 Status: CLS Last Update: 03/10/2006

Address: [Redacted] Title: [Redacted]
Phone: 310-312-1919 Residence

City: Los Angeles CA [Redacted] Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
Orig Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
Sell Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65JX5A [Redacted]
Mileage: 11548 Engine Number: 11294931865512
Prod Date: 01/13/2004 Warranty Start Date: 10/26/2004

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

Close Agent: Field Closing Date: 03/10/2006
Close With: O Close By: M Close How: P Owner Satisfied: N

Involved Information

- > [Redacted] [Redacted] Los Angeles, CA [Redacted]
[Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/01/2006 12:41:55 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 11548
Warranty Start Date: 10/26/2004
Previous CA Referrals:

Previous Summary Notes: 996250

[Redacted] called requesting MBUSA assistance to this dealer to resolve an alleged concern with the SRS system.

[Redacted] stated he just received his vehicle back today after being at this dealer allegedly for 2 weeks awaiting an SRS sensor, and the SRS light is back on.

[Redacted] stated he uses this vehicle to transport clients in his business, was inconvenienced for the last 2 weeks driving a loaner Jeep and stated the dealer acknowledged scratching his vehicle and are willing to make the repair. Mr. [Redacted] requests assistance to resolve this concern with minimal additional inconvenience to him and he is also requesting that while the vehicle is at the dealer that if at all possible he receive an MB loaner.

Open Date: 03/03/2006 18:10:35 **Agent:** BRIAN BAE

Phone

Note Type: PC

SF to get vehicle into the shop for TS to review.

Open Date: 03/10/2006 18:05:12 **Agent:** BRIAN BAE

Phone

Note Type: RC

Client was a no show for TS appointment 2X. Case closed due to lack of customer commitment.

7/16/2010

Customer Assistance Referral

CA Ref ID: 188104 Priors: Both Open Date: 02/01/2006 Status: CLS Last Update: 02/08/2006

Address: [Redacted]

Title:

Phone: 561-414-5322

Mobile

City: Highland Beach

FL [Redacted]

Corres ID:

Agent: Arnold Almaguer

Phone: 4621

Orig By: P

Orig CD: HO

Region: 2

Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 22

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

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

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J65A [Redacted]

Mileage: 9580

Engine Number: 11396730633783

Prod Date: 07/24/2002

Warranty Start Date: 02/11/2005

Grp	Fail	Major	Minor	Rsr
54	73	3	3	08

Close Agent:

Field Closing Date: 02/08/2006

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information

>	[Redacted]	[Redacted]
	[Redacted]	Primary Residence
	[Redacted]	Secondary Mobile
	[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/01/2006 16:59:16

Agent: Arnold Almaguer

Phone 4621

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 9580

Warranty Start Date: 02/11/2005

Previous CA Referrals: 183209, 183514, 185883

Previous Summary Notes: 929112, 1050020, 1050025

[REDACTED] called via EXECUTIVE HOTLINE and requested the involvement of our President and CEO, Paul Halata

[REDACTED] stated that "he no longer wants this vehicle because he doesn't feel safe in it". He stated that he wants it "bought back".

[REDACTED] stated that since the SRS is an important system, he called his states' Attorney's General Office. He claims that he will be visiting them on 2/9/06.

According to [REDACTED], the SRS warning light has allegedly been brought to an authorized dealers attention 7x. Presently, the vehicle is at Mercedes-Benz of Sarasota (He stated since 1/21/06).

[REDACTED] claims to have spoken to the Service Manager at MB of Sarasota. He explained that John Clark, of Autohaus Pompano, was allegedly going to contact MB of Sarasota. He claims the SM stated he never heard of John Clark and never spoke to him. [REDACTED] claims the Service Manager at MB of Sarasota told him that "he doesn't know where his car is". [REDACTED] stated that was the "last straw", He stated that he immediately threatened to call the police if the dealer didn't tell him where the car was.

After this alleged interaction with the Service Manager at MB of Sarasota he received a call from his advisor, Brian O'Connor. He stated that the advisor informed him that the dealer ordered parts for his vehicle to be repaired. [REDACTED] is dissatisfied because he claims to have heard conflicting information from the Service Manager and that is why he "lost it".

[REDACTED] also expressed his extreme dissatisfaction with his interactions with Brian Finnegan (GM) and his assistant, Nancy, at Autohaus Pompano. The customer stated that about 2 months ago they allegedly had a conversation to possibly trade him out of this vehicle. He stated that he was "insulted" when they offered an E350. He stated that he is an owner of an E500 and that is the vehicle he is most interested in. The customer also described Nancy as being "discourteous" to interact with. He claims he left 4 messages with Nancy and Brian and allegedly never received a return call. [REDACTED] stated he called Autohaus again today and Nancy allegedly denied that she was to call him back.

[REDACTED] also claims to have left messages with William Norman. He stated that he was advised to allow a final repair attempt to occur.

[REDACTED] described his overall experience with this vehicle, Autohaus Pompano & MB of Sarasota, and MBUSA as being a "complete nightmare".

cc: William Norman and Mark Kelly

Open Date: 02/02/2006 14:55:01

Agent: James Dowles

Phone 4628

Note Type: PC

Corres # 287731

Customer sent letter addressed to:

Ms. Patrice Malloy

Office of Attorney General

Lemon Law Arbitration Program

110 SE 6th Street

10th Floor

Fort Lauderdale, Florida 33301"

Customer CC'ed MBUSA.

Customer references concerns with SRS light, customer claims to be awaiting decision from Ms. Patrice Malloy on February 9, 2006.

cc: William Norman and Mark Kelly

Open Date: 02/02/2006 15:50:17 **Agent:** LARRY STAINS **Phone** **Note Type:** PC

Per MB of Sarasota [REDACTED] contact their BDC for an appointment on 01/21/2006 and it was scheduled for Service Advisor Mr. Brian O'Conner. The SA greeted owner who advised he was traveling in the area and that the SRS light was on. He indicated that the SRS had been a problem at Autohaus Pompano, 15317, where he had filed a Lemon Law complaint.

[REDACTED] advised Mr. O'Conner that he had been in contact with 15317 with a Mr. Louis Deustch who advised him to rent a car to return to his residence if the vehicle could not be repaired on Saturday. The vehicle diagnosed and found that it needed parts that were currently on back order. [REDACTED] was advised and he indicated Autohaus Pompano would send after the vehicle to tow it back to their Dealership. [REDACTED] rented a vehicle and returned to his residence on the East Coast.

As the vehicle was to be picked up and taken to 15317, Mr. O'Conner closed out the ticket on 01/21/2006. SA advised the Dealer Service Director Mr. Joe Rice of the matter as Mr. Cicale indicated 15317 would contact him on Monday 01/22/2006.

No additional action occurred until 02/01/2006 when the Service Manager of 14125, Mr. Joe Kordick received a call from [REDACTED] wanting to know where the vehicle he left for Service was. Mr. Kordick indicated he was not aware of his vehicle but checked the open RO's and saw no open RO, advised owner of same. Before Mr. Kordick could check in other areas [REDACTED] became quite upset alleging the vehicle was stolen and that Mr. John Clark, Service Manager at Autohaus Pompano knew all about it and should have handled it. At that point Mr. Kordick committed to research the matter and get back with the owner. The owner threatened to call the police and report the vehicle stolen and terminated conversation.

Mr. Kordick found the vehicle and the closed RO with keys at his Dealer. He contacted Mr. John Clark to discuss the matter and was advised he was of the opinion that the owner was handling the tow.

This SPOM verified the above, verified the SRS light is currently on and noted that MBUSA completed a LLFRA for SRS issues on 12/18/2005 at Dealer 15317. I contacted Mr. Clark at the dealer regarding the matter and he confirmed the LLFRA and that he had spoke with the owner but was under the impression that the owner was having the vehicle towed, not his dealer. He went on to indicate he does not intend to pay for a tow.

This SPOM will review matter with individual currently handling 15317 and note findings to Referral.

Open Date: 02/02/2006 16:09:35 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC

Writer emailed copy of letter to Larry Stain, Glenn Zitzman, and Mark Kelly

Open Date: 02/03/2006 16:01:45 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

[REDACTED] called me directly screaming "Arnold, no one has called me yet". The customer claims to have left 6 message with John Clark again. I apologized to the customer and advised that I would follow up with Autohaus. The customer said "I don't want them to call me because you are forcing them". He also yelled, "what I'm I suppose to do about my car". He then hung up the phone on me.

Open Date: 02/03/2006 16:14:00 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

I called Larry, our SPOM, who advised that vehicle is being repaired at MB of Sarasota. Joe Kordick, the Service Manager is the contact person for the customer. SPOM is still reviewing and will convey the conclusion to the SM.

I called [REDACTED] back and left a message ensuring him that the appropriate parties are involved and that he can expect further communication from Joe, the Service Manager at MB of Sarasota.

Open Date: 02/06/2006 14:23:54 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

John Clark, SM from Autohaus Pompano, advised that [REDACTED] had informed him that he was going to "get the car to Autohaus" and that the vehicle never was towed to Autohaus. John advised that [REDACTED] is currently driving one of his loaner vehicles so that the customer is not without transportation. John has spoken to Larry Stains and Bill Norman about this customer. John surmised his interactions with [REDACTED] as being volatile "one day he is pleasant and another day he becomes aggressive".

Open Date: 02/06/2006 17:11:13 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** PC

Writer (G. Zitzman) has had direct contact with the Customer. SPOM Kambich reports that request has been made to resolve case with local Attorney Bruce Bennett. Writer has also liaised with MBUSA Attorney Kelly. Current concern is Vehicle is in Sarasota awaiting parts to repair confirmed SRS issues with no established ETA. Additionally, Customer is currently in Dealer loaner. Writer to follow up.

Open Date: 02/07/2006 10:30:51 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** PC

Documents writers conversation with the Customer today's date. contact initiated in an effort to settle situation. Offer was made which represented likely award should Customer prevail at L.L. arbitration. Customer has decline offer demanding additional money. Request has been respectfully declined.

Open Date: 02/08/2006 14:13:29

Agent: Glenn Zitzman

Phone 7234

Note Type: RC

Documents Customer call to writer. Customer states that he now wishes to resolve and settle case. States he has contacted the Att.General office and has reviewed writers proposal with a State Representative. Further states that he has postponed Arbitration set for 2/9/2006. Discussions held and Customer accepts writers offer. Arrangements have been made for ISG to meet with Customer on 3/15/2006 to complete transaction. Local Attorney Bennett and MBUSA Attorney Kelly have been informed accordingly.

7/16/2010

Customer Assistance Referral

CA Ref ID: 188621 Priors: No Open Date: 02/16/2006 Status: CLS Last Update: 03/03/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hendersonville TN [Redacted] Corres ID:

Agent: Andrew Dunleavy Phone: 6320 Orig By: P Orig CD: H0 Region: 2 Market: 8

Service Retailer: 74102 MERCEDES-BENZ OF NAS FRANKLIN TN Assign Agent: SOM - 30
Orig Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA
Sell Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA

Disp Amt: Corr Fwd: Y Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75XX6A [Redacted]

Mileage: 9946 Engine Number: 11396730665217

Prod Date: 03/31/2004 Warranty Start Date: 04/27/2005

Grp	Fail	Major	Minor	Rsr
18	52	3	3	08

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

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

Involved Information

- > [Redacted] - Owner, [Redacted], Hendersonville, TN [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/16/2006 16:10:05

Agent: Andrew Dunleavy

Phone 6320

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 9946

Warranty Start Date: 04/27/2005

Previous CA Referrals:

Previous Summary Notes: 446861, 1079931

Customer called back regarding the issues with her vehicle. Customer claims the following items are still outstanding: check engine light still comes on intermittently, oil light comes on with either "oil too high" or "oil to low". Customer claims this is still occurring after the 2nd visit - prior issue of the SRS light seems resolved but that also concerns her. Customer claims at both visit she was never offered a loaner or pick-up service and they didn't even re-set her clock as she simply requested. Customer states "I'm not looking for any special attention or service" - customer also claims this is the same dealer who wouldn't help her find the 2006 CLS - she ended up buying it in Atlanta G.A. -=> Customer knows she needs to bring it back in but seeks assistance from MBUSA to help the dealer address and fix these issues. Customer loves the vehicle and actually asked writer if she could help her locate a 2007 CLS 500. Writer offered regrets on current experience and assured her that her comments would be documented and forwarded to a Supervisor for further review. Customer would like to hear back from either the dealer or MBUSA.

Customer may be reached at [REDACTED].

Open Date: 02/17/2006 19:41:26

Agent: LARRY SCRUGGS

Phone

Note Type: PC

02/17/06-SPOM WILL CONTACT GM, HAOLD HAMILTON AND REQUEST HE CONTACT CUSTOMER TO DISCUSS HER CONCERNS AND SEE ABOUT A 2007 CLS.

Open Date: 03/03/2006 11:54:57

Agent: LARRY SCRUGGS

Phone

Note Type: RC

03/03/06-GM/HAROLD HAMILTON TOLD SPOM THAT HE HAS LEFT MESSAGES FOR CUSTOMER TO RETURN HIS CALL, AS OF 02/28/06 NO RETURN CALL. MR HAMILTON IS REQUESTING THAT IF CUSTOMER CALLS CAC AGAIN DIRECT HER TO HIM @ 615/742-800 OR CELL @ 615/782-4168. MR HAMILTON SAID HE WILL TRY AND CONTACT CUSTOMER AGAIN THIS WEEK, 02/27/06.

Customer Assistance Referral

CA Ref ID: 188713 Priors: No Open Date: 02/21/2006 Status: CLS Last Update: 03/03/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Los Angeles CA [Redacted] Corres ID: 289103

Agent: Arnold Almaguer Phone: 4621 Orig By: E Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
 Orig Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
 Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X46A [Redacted]

Mileage: 3887 Engine Number: 11396730673621

Prod Date: 06/19/2002 Warranty Start Date: 05/18/2005

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

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

Grp	Fail	Major	Minor	Rsr
27	53	3	3	13

Involved Information

- > [Redacted] - Owner, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Mobile
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Expired Residence
 - [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/21/2006 14:39:09

Agent: Arnold Almaguer

Phone 4621

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 3887

Warranty Start Date: 05/18/2005

Previous CA Referrals: None

Previous Summary Notes: 228165, 1029529

Technical Assistance Request. According to [REDACTED], the "Transmission makes a clunking noise and slight jerk when coming to a stop between 10-15 mph". The below email states that the vehicle is "still in shop, as of 2/16/06".

Internet Corres. No. 289103

Customer emailed the CAC on 2/17/06:

Subject: Retailer Questions (CDQI)From: [REDACTED]

To: mailmaster@mbusa.com

*** Customer Assistance ***

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Los Angeles

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I have tried to fax you my concerns with my new car, however, the fax is not going through. I will continue to try to fax. I am an ongoing Mercedes Benz customer who enjoyed my 1998 E Class for almost 7 years without any mechanical problems other than the normal maintenance. I got the NEW car bug when I first saw reports on your new CLS class in 2004. In February 2005 I placed an order for a Black Opal – and received my new car on May 18, 2005. It was exactly what I ordered. However, I have had ongoing problems with the car. It has gotten to the point that I am afraid to drive the car any farther than 50 miles from the closest Mercedes Benz Dealership for fear of the car breaking down. I have attached a list of my ongoing problems with the car and the solutions performed at the dealership. As you can see I have less 5000 miles and feel I have spent almost as much time in your loaner cars. At this point I am requesting that you consider a new replacement car. As much as I truly love this car, I am afraid to continue driving it. Please feel free to contact me during the day – [REDACTED] or on my cell phone [REDACTED] Mercedes Benz CLS 500 – VIN# WDDDJ75X46A [REDACTED] Dealer

Mercedes Benz of Beverly Hills

9250 Beverly Blvd. Beverly Hills, CA 90210

Service Advisor Carlos Muedano

October 11, 2005

"SRS" Warning light is on

Codes 9103 in AB. R@R airbag, Retightened connections and bent tabs on airbag connector on column. Erased codes

October 19, 2005

"SRS" Warning light is on

Test perform – after short test Control Module – Steering Column R&R/Replace – Contact pin for ...Replaced

December 2, 2005

Transmission makes a clunking noise and slight jerk when coming to a stop between 10-15 mph

Road Test perform found trans makes a hard down shift 4 to 3 gear. Replaced Gasket, Screws, Tube, transmission oil, oil filter. Another road test – Transmission (Removed) and replaced.

January 06, 2006

Engine does not crank – had car towed into shop

Transmission shifter rod eclip missing. Install new eclip and resecured. Road test performed – found code #2555 the signal of the shifter sensor implausible

February 15, 2006

Transmission makes a clunking noise and slight jerk when coming to a stop between 10-15 mph.

As of 2/16/06 still in shop

AS of 2/16/06 still in shop

Open Date: 02/21/2006 14:40:34 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
I emailed customer at jayjayofla@aol.com:

Dear [REDACTED]

Thank you for your recent email.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Arnold Almaguer
Customer Relations Liaison

Corr: 289103

Referral: 188713

Open Date: 02/22/2006 14:08:47 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Corres. No. 289103 duplicate received at the CAC on 2/21/06. It is dated 2/16/06. Filed at CAC. Referral pending as of today's date.

Open Date: 03/02/2006 11:38:37 **Agent:** James Blasié **Phone** 4620 **Note Type:** PC
Copy of e-mail sent to SPOM:
Brian:

[REDACTED] called in, open referral 188713 out of Beverly Hills. He stated he never received our e-mail acknowledging his communication. I confirmed we had the correct e-mail address, and read the message to him (as noted in referral).
The customer stated he was just inquiring as he had not yet been contacted.

Regards,

Open Date: 03/02/2006 13:55:27 **Agent:** James Blasié **Phone** 4620 **Note Type:** PC
SPOM advised writer via e-mail that he will look into matter during visit to dealership 3/3.

Open Date: 03/03/2006 17:57:43 **Agent:** BRIAN BAE **Phone** **Note Type:** RC
Customer states that vehicle has improved since last visit. Customer graciously accepted 3 equivalent lease payments of \$3,000 for inconvenience.

Customer Assistance Referral

CA Ref ID: 188721 Priors: Both Open Date: 02/21/2006 Status: CLS Last Update: 03/02/2006

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

City: Redding CA [REDACTED] Corres ID: 289365

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

Service Retailer: 05644 COURTESY MOTORS AUTO CHICO CA Assign Agent: SOM - 24
 Orig Retailer: 05644 COURTESY MOTORS AUTO CHICO CA
 Sell Retailer: 05644 COURTESY MOTORS AUTO CHICO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [REDACTED] Model: E320W 2005
 World VIN: WDBUF65J85A [REDACTED]
 Mileage: 8235 Engine Number: 11294931916262
 Prod Date: 08/07/2002 Warranty Start Date: 07/01/2005

Grp	Fail	Major	Minor	Rsr
10	10	3	3	08

Close Agent: Field Closing Date: 03/02/2006
 Close With: O Close By: D Close How: P Owner Satisfied: Y

Involved Information

- [REDACTED] - Driver, [REDACTED] Redding, CA [REDACTED]
 [REDACTED] Primary Residence
 [REDACTED], Expired Residence
- [REDACTED] - Owner, [REDACTED] Redding, CA [REDACTED]
 [REDACTED], Primary Residence
 [REDACTED], Secondary Residence
 [REDACTED], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 02/21/2006 16:12:47

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 8235

Warranty Start Date: 07/01/2005

Previous CA Referrals:

Previous Summary Notes:

Writer contacted the [REDACTED] after customer called the Promotions Department and stated that he wanted a Customer Relations Representative to call him back.

Customer is upset and disappointed that his ownership experience with his vehicle has not been what he has expected. He claims that since he has purchased the vehicle he has had issues with the SRS system, Air conditioner, trunk lid, CD player skipping, and currently he has an issue with the OCS system. HE said that the chime continuously dings and there is nobody in the seat and there is nothing on the seat.

He said that he lives 1 hour from the dealership and he does not have time to keep taking the vehicle to the dealership. He asked writer "how do I give it back?"

He said that he does not want the car anymore and demands MB to repurchase it from him. Writer apologized and informed him that he will document and forward his comments and requests.

CC: J. Charles

Open Date: 02/22/2006 09:08:03

Agent: OPEN

Phone

Note Type: PC

Sent e-mail to SM to contact customer to address concerns and to provide a chron of repairs for vehicle.

Open Date: 02/22/2006 22:31:14

Agent: OPEN

Phone

Note Type: RC

SM contacted customer and will pick up car from customer when he is traveling out of town to address various issues with the vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 188950 Priors: Both Open Date: 03/01/2006 Status: CLS Last Update: 03/08/2006

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

City: Delray Beach FL [Redacted] Corres ID:

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 22
Orig Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL
Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2005
World VIN: WDBUF76J35A [Redacted]
Mileage: 11395 Engine Number: 11399060041707
Prod Date: 10/24/2003 Warranty Start Date: 05/14/2005

Grp	Fail	Major	Minor	Rsr
07	10	3	3	08

Close Agent: Field Closing Date: 03/08/2006
Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Driver, [Redacted], Delray Beach, FL [Redacted]
 - [Redacted] Primary Mobile
 - [Redacted] Secondary Residence
- > [Redacted] - Owner, [Redacted] Delray Beach, FL [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Expired Business
 - [Redacted] Expired Residence
 - [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/01/2006 14:50:08 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 11 395
Warranty Start Date: 05/14/2005

See Previous CA Referrals: 86123, 185485, 188699

See Previous Summary Notes: 991424

Customer, [REDACTED], called the CAC alleging she never received an official response from MBUSA or the dealer regarding prior referral # 188699.

Customer went on to allege that while driving her vehicle this morning it surged (claims she was stopped at a light and when she depressed the accelerator pedal the vehicle surged forward).

Customer claims the dealer did not repair her vehicle on it's last visit and is once again demanding MBUSA intervene.

Open Date: 03/03/2006 09:21:48 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** PC
Investigation with the Dealer Service Manager reveals that he has had direct contact with the Customer. SM reports Customer has stated that the condition has not re occurred since last corrective actions. Customer was concerned about Dealer documentation on repair order which was clarified by S.M.

Open Date: 03/06/2006 08:35:49 **Agent:** Carol Pantua **Phone** 4635 **Note Type:** PC
DLR Switch: from FT Lauderdale to Pompano

[REDACTED] called and claims that vehicle was towed to MB of Pompano yesterday, instead of MB Ft. Lauderdale. Customer expressed her extreme dissatisfaction with MB Ft Lauderdale, alleging that they are unresponsive to her plight. Customer demands a new vehicle.

Customer alleges that vehicle was brought to dlr 6 times for vehicle "shutting off" while driving and this would allegedly be the 2nd time for SRS concerns that vehicle seems to be experiencing now.

Writer advised that her concern and request would be documented and reviewed further. Customer claims she asked to speak with "Glenn Zitzman" on numerous occasions and has not heard back. Writer advised customer to speak with SM who would be her point of contact. Customer claims she will do so.

cc: Mark Kelly

Open Date: 03/06/2006 13:31:44 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC
CORR # 290334

Customer sent a Florida Motor Vehicle Defect Notification to the CAC dated 03/01/06 and received by the CAC on 03/06/06.

Customer alleging "three or more repair attempts have been made to repair the same substantial; defect or condition." Customer claims the vehicle "shuts down and the check engine light is on."

Writer will send FL Acknowledgement to customer.

cc: Mark Kelly

Open Date: 03/06/2006 13:55:27 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC
Writer sent an e-mail to Glenn Zitzman requesting acknowledgement information.

Open Date: 03/06/2006 16:12:31 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** PC
Request being made for the TAC to supply a TS to assist in the Final Repair as required by the FLL.

Open Date: 03/08/2006 14:07:07 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** RC
Writer has had direct contact with the Customer. Arrangements have been made for a TS to inspect the vehicle on 3/14/2006.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189028 Priors: No Open Date: 03/03/2006 Status: CLS Last Update: 03/08/2006

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

City: Boca Raton FL [Redacted] Corres ID: [Redacted]

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 22
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

DBAG VIN: 2110761A [Redacted] Model: E55 2006
World VIN: WDBUF76J86A [Redacted]
Mileage: 1045 Engine Number: 11399060046198
Prod Date: 07/31/2003 Warranty Start Date: 08/30/2005

Grp	Fail	Major	Minor	Rsr
10	10	2	3	16

Close Agent: Field Closing Date: 03/08/2006
Close With: D Close By: M Close How: M Owner Satisfied: N

Involved Information

- > [Redacted] - Owner, [Redacted] Boca Raton, FL [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Business
- [Redacted] Secondary Business
- [Redacted] Expired Residence
- [Redacted] Expired Residence
- [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/03/2006 13:01:52 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 1045
Warranty Start Date: 08/30/2005
Previous CA Referrals:

Previous Summary Notes: 285641, 943509

Customer Alleges Airbag Malfunction

Customer called the CAC alleging while driving on 02/20 he drove over a cement divider. Customer claims he drove the vehicle to dealer 15317 and they diagnosed the vehicle as needing \$10,000 in repairs.

Customer advised he was wearing his seatbelt but claims the vehicle's airbags did not deploy but that one curtain airbag (front driver's side window) came down "like an accordion" but was not inflated. Customer alleging the vehicle's airbags should have deployed and is demanding MBUSA investigate his concern.

He indicated there is no police report and that he did not sustain injuries. He further advised his seatbelt tighten and that Tele-aid dialed in to the vehicle to verify he was okay.

Customer's insurance company is American Insurance and his adjustor (Lori) can be reached at 1-800-870-8857 and indicated the claim number is [REDACTED]

cc: Frank Berenz, Gary Bowne, Gina Cila, Tom Brunner and Paul Hults.

Open Date: 03/06/2006 09:34:57 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** PC
Writer investigating with the Dealer.

Open Date: 03/06/2006 10:22:16 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Customer called again on same issue - expressing that there is a fault in the airbags of the vehicle. Writer explained how the referral process works and that she will be contacted.

Open Date: 03/06/2006 12:42:16 **Agent:** RAYMOND ROHM **Phone** **Note Type:** PC
SPOM R. Rohm sending E mail to T.S. requesting that vehicle be inspected on March 9 and 10 while at dealership for other matters.

Open Date: 03/08/2006 16:58:46 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** RC
Confirming T.S. Orlando Ramirez will conduct inspection as requested on 3/9/2006.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189055 Priors: No Open Date: 03/04/2006 Status: CLS Last Update: 03/22/2006

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

City: West Hollywood CA [Redacted] Corres ID: [Redacted]

Agent: Kathleen Durning Phone: 4633 Orig By: S Orig CD: H0 Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
Orig Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X66A [Redacted]

Mileage: 5178 Engine Number: 11396730663825

Prod Date: 03/12/2003 Warranty Start Date: 03/31/2005

Close Agent: Field Closing Date: 03/22/2006

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

Grp	Fail	Major	Minor	Rsr
27	53	3	3	13

Involved Information

> [Redacted], West Hollywood, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/04/2006 08:26:56 **Agent:** Kathleen Durning **Phone** 4633 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 5178
Warranty Start Date: 03/31/2005
Previous CA Referrals:

Previous Summary Notes: 895128, 1098840

Customer stated that she has contacted her attorney regarding lemon law on this vehicle.

Customer claims the vehicle has been in for service 6 times since purchase and currently the SRS light stating visit workshop is on.

Customer was advised not to drive the vehicle but informed us that she was planning on driving it into the dealer for them to inspect.

Customer is very dissatisfied and feels that the CA lemon law applies to this vehicle.

cc: Y. Chang

L. Korngold

Open Date: 03/17/2006 20:39:17 **Agent:** BRIAN BAE **Phone** **Note Type:** PC
Called customer and indicated that MBUSA would like to repurchase vehicle. Customer to fax over documents.

Open Date: 03/22/2006 17:37:40 **Agent:** BRIAN BAE **Phone** **Note Type:** RC
Vehicle bought back.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189272 Priors: Both Open Date: 03/10/2006 Status: CLS Last Update: 03/27/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Signal Hill CA [Redacted] Corres ID:

Agent: Katina Clement Phone: 6262 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA Assign Agent: SOM - 25

Orig Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56JX6A [Redacted]

Mileage: 950 Engine Number: 72290600493679

Prod Date: Warranty Start Date: 01/28/2006

Close Agent: Field Closing Date: 03/27/2006

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

Grp	Fail	Major	Minor	Rsr
27	53	3	2	05

Involved Information

- > [Redacted] - Owner, [Redacted], Signal Hill, CA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/10/2006 11:30:36

Agent: Katina Clement

Phone 6262

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 950

Warranty Start Date: 01/28/2006

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] called the CAC requesting the vehicle be replaced.

[REDACTED] alleges "the vehicle began having transmission shifting issues at 700 miles. The dealer changed a sensor and did an update on the software and now the problem is worse. The SRS light was on as well."

Customer states "Woody Lewis SA told me to call MBUSA about my replacement request. I would like the same exact vehicle I currently have.

The vehicle is at the dealer now."

Writer advised customer MBUSA is sorry to learn he is having this concern.

Writer explained MBUSA's commitment to him and to the vehicle is to uphold the terms if the LNVW.

Writer inquired if customer has discussed matter with the service manager. Customer states "No."

Writer advised customer his request for repurchase will be forwarded appropriately and to remain in contact with the service manager directly.

CC Y. Chang

Open Date: 03/12/2006 23:35:08

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: PC

Request made of SM to provide all pertinent information and recommendations for resolution. follow-up to continue.

Open Date: 03/27/2006 17:32:20

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: RC

As per SM, Brock Temple, all issues have been resolved and no further action required at this time. SPOM will close this matter.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189487 Priors: No Open Date: 03/16/2006 Status: CLS Last Update: 04/04/2006

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

City: Rancho Mirage CA [Redacted] Corres ID: [Redacted]

Agent: Mark Sluscavage Phone: 6234 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
Orig Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X86A [Redacted]

Mileage: 5000 Engine Number: 11396730674041

Prod Date: 06/19/2002 Warranty Start Date: 05/14/2005

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

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

Grp	Fail	Major	Minor	Rsr
27	53	3	3	08

Involved Information

> [Redacted], [Redacted] Rancho Mirage, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Business
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/16/2006 21:08:16

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Primary Phone: 310-210-0558

Current Mileage: 5,000

Warranty Start Date: 05/14/2005

Previous CA Referrals:

Previous Summary Notes:

██████████ phoned the CAC requesting MBUSA involvement, technical assistance and possibly repurchase for alleged issues, "the dealer cannot figure out."

Customer claimed, "The SRS and Battery lights came on in my car and I took it to Mercedes-Benz of Beverly Hills for repair two days ago and it is still there. They cannot figure out what is wrong with the car. They said they ruled out problems with the battery, yet it was completely dead the next morning. They keep telling me they had everyone, big shots included, working on this car and they don't know what's wrong, when it will be figured out, or what kind of loaner vehicle they will be able to provide me. I will be going back to my second house for a week and, since owning Mercedes-Benz since 1976, Mercedes-Benz will take care of me."

Writer advised customer loaner vehicles and alternate transportation is strictly up to the dealership and that MBUSA has no policy regarding this.

Customer claimed, "well with an \$80,000 vehicle that the dealer cannot fix, you will provide me with the proper services until this is resolved. If this cannot be resolved, I want a replacement vehicle at no cost to myself."

Customer requested writer, "please note that Mercedes-Benz of Palm Springs told me I had to wait until March 23rd to bring the vehicle in, although the SRS light was on. Please also note that it appears that Mercedes-Benz of Beverly hills gives a much higher priority to customer's who bought their vehicles at the dealership, and that they do not care about those who did not buy their vehicles there. If a trained Mercedes-Benz mechanic cannot isolate and repair a problem, Mercedes-Benz should not be selling these vehicles."

Customer is requesting MBUSA involvement, technical assistance and possibly repurchase.

cc: Yvette Chang

Open Date: 03/19/2006 00:58:15

Agent: BRIAN BAE

Phone

Note Type: PC

TS to inspect vehicle on his next visit to the dealership.

Open Date: 03/28/2006 17:56:15

Agent: BRIAN BAE

Phone

Note Type: PC

Called customer and indicated that vehicle doesn't qualify for repurchase for one visit in repair history. customer requests the position in writing. SPOM to write up response on next field visit to BH.

Open Date: 04/04/2006 18:47:06

Agent: BRIAN BAE

Phone

Note Type: RC

[REDACTED]
Rancho Mirage, CA [REDACTED]

Re:Your 2006 Mercedes-Benz CLS500
VIN WDDDJ75X86A [REDACTED]

Dear [REDACTED]

On behalf of Mercedes-Benz USA, LLC, I have reviewed your request for concerning the replacement of your 2006 Mercedes-Benz CLS500, bearing Vehicle Identification Number WDDDJ75X86A [REDACTED]. I recognize that you may have experienced inconvenience and possibly frustration in connection with the servicing of your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the LA Metro area. I have reviewed your repair history to date with service manager Cameron Stewart at the servicing dealership, and have determined that this vehicle does not qualify for the replacement under the Lemon Law that you seek. Specifically, your one time visit to the dealership on March 28, 2006, the overall nature of the repair issues reflected in the history to date does not meet the level required under the law to justify a repurchase or replacement, we believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues you have presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to replace or repurchase your CLS500.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your CLS500.

Sincerely yours,

Brian Bae
Service & Parts Operations Manager - MBUSA
cc: Cameron Stewart

7/16/2010

Customer Assistance Referral

CA Ref ID: 189617 Priors: No Open Date: 03/22/2006 Status: CLS Last Update: 04/04/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Palos Verdes Estates CA [Redacted] Corres ID:

Agent: Maria Cruz Phone: 4604 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 24

Orig Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J26A [Redacted]

Mileage: 13866 Engine Number: 27296430033749

Prod Date: 07/03/2003 Warranty Start Date: 03/15/2005

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

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

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

Involved Information

➤ [Redacted] - Owner, [Redacted] Palos Verdes Estates, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/22/2006 12:04:29

Agent: Maria Cruz

Phone 4604

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 13866

Warranty Start Date: 03/15/2005

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] contacted the CAC to request technical assistance for repeat SRS malfunction and concerns regarding rate of engine oil usage.

Customer claims that the SRS light has come on again today, accompanied by the following malfunction in the instrument cluster "RESTRAINT SYSTEM MALFUNCTION-VISIT WORKSHOP". Customer alleges that the dealer has made at least 5 attempts at a repair on this particular issue. He adds, that he has left a message with his service advisor "Sonia" advising her that the malfunction is back and that he needs another appointment.

Customer stated, "If I was just a guy living alone I would shrug it off. But I have a wife and kids who I transport in this vehicle and I can't take a message regarding the safety system likely."

Writer advised customer of our recommendations not to drive the vehicle as long as the SRS light is on and offered a tow. Customer declined as we could not provide a loaner. Writer advised that he would wait for Sonia's call.

Writer called the dealer and advised S&P director of the above.

Additionally customer is also concerned that "in a year, the dealer has needed to add oil to the vehicle almost every 2000 miles." He goes on to say, "The dealer even called MB corporate for help regarding the excessive oil burning. They determined that it is conceivable that a car can burn through oil every 2000 and this is within their limits".

Open Date: 03/28/2006 14:58:45

Agent: BRIAN BAE

Phone

Note Type: PC

SRS concern has been repaired. Customer hasn't picked up vehicle. SPOM to follow up next week with the customer regarding technical assistance.

Open Date: 04/03/2006 14:24:35

Agent: BRIAN BAE

Phone

Note Type: RC

Customer reports that there are no outstanding issues at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189673 Priors: No Open Date: 03/23/2006 Status: CLS Last Update: 04/06/2006

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

City: Palos Verdes Peninsu CA [Redacted] Corres ID: [Redacted]

Agent: LES KORNGOLD Phone: [Redacted] Orig By: P Orig CD: R3 Region: 3 Market: 4

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

Orig Retailer:

Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J56A [Redacted]

Mileage: 21368 Engine Number: 27296430067776

Prod Date: 07/01/2002 Warranty Start Date: 06/01/2005

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Close Agent: Field Closing Date: 04/06/2006

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

Involved Information

- > [Redacted], [Redacted], Palos Verdes Peninsu, CA [Redacted]
[Redacted] Primary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/23/2006 13:52:27 Agent: Les Korngold Phone [Redacted] Note Type: PC

Customer initially contacted Niles Barlow and Les Korngold on 3/22/06 to express his concerns over multiple repairs to SRS system.

In speaking with Les Korngold, customer ([Redacted]) stated that the vehicle was last repaired for an SRS issue at Santa Monica and appears to be functioning properly at this time.

Customer stated that he had done some research on the Lemon Law and felt the vehicle may qualify due the safety concerns and repeat repair visits.

After apologizing for any inconvenience, I explained that our local field representative would be in the best position to address his concerns. Customer agreed and assurances were given that he would be contacted on 3/23/06.

Customer can be contacted at (office) [Redacted] or mobile [Redacted].

Open Date: 03/23/2006 14:03:25 Agent: Ellen P. Bie Phone 6301 Note Type: PC

copy of Referral being e-mailed to Y. Chang/Legal Dept. for info.

Open Date: 03/23/2006 19:32:22

Agent: BRIAN BAE

Phone

Note Type: PC

Called customer and introduced myself to customer, stating that SPOM will be at the dealership tomorrow to review service history.

Customer thanked SPOM and stated that he would look forward to speaking with him upon review of file.

Open Date: 04/06/2006 13:52:29

Agent: BRIAN BAE

Phone

Note Type: RC

Vehicle bought back.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189783 Priors: Both Open Date: 03/28/2006 Status: CLS Last Update: 04/20/2006

Address: [Redacted]

Title:
Phone: 858-485-9332 Residence

City: Riverside CA [Redacted] Corres ID: 292139

Agent: Carol Pantua Phone: 4635 Orig By: M Orig CD: HO Region: 3 Market: 3

Service Retailer: 05733 WALTER S AUTO SALES RIVERSIDE CA Assign Agent: SOM - 28
Orig Retailer: 05733 WALTER S AUTO SALES RIVERSIDE CA
Sell Retailer: 05733 WALTER S AUTO SALES RIVERSIDE CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X06A [Redacted]

Mileage: 9400 Engine Number: 11396730697321

Prod Date: 05/28/2003 Warranty Start Date: 08/17/2005

Close Agent: Field Closing Date: 04/20/2006

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

Grp	Fail	Major	Minor	Rsr
27	53	2	3	08

Involved Information

- [Redacted] - Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Business
 - [Redacted] Secondary Fax
 - [Redacted] Secondary Business
- [Redacted], [Redacted], Riverside, CA [Redacted]
 - [Redacted] Primary Residence
- [Redacted] - Owner, [Redacted], Riverside, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/28/2006 08:39:19 Agent: Carol Pantua Phone 4635 Note Type: PC
Primary Phone: [Redacted]
Current Mileage: 9376
Warranty Start Date: 08/17/2005
Previous CA Referrals: 184063

Previous Summary Notes:

Writer received Attorney William R. McGee's letter (corr 292139) on 3/27/06, on behalf of his client, [Redacted] requesting Buyback and restitution in the subtotal of "\$39,991." Attorney alleges that 4 separate attempts were made to repair the COMAND, as well as repairs for ESP & SRS systems.

Writer scanned and emailed Attorney's letter and Referral notes to YvetteChang & SPOM.

Open Date: 03/28/2006 10:45:26 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC
S/M Rob Deck is currently assembling a chronology of the customers service file for C. Partyka to review

Open Date: 03/29/2006 12:40:58 **Agent:** Carol Pantua **Phone** 4635 **Note Type:** PC
March 29, 2006

Mr. William R. McGee
16855 W. Bernardo Dr., Ste 380
San Diego, CA 92127-1626

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X06A [REDACTED]

Dear Mr. McGee:

Thank you for your letter on behalf of your client.

Your client's authorized Mercedes Benz dealership, in conjunction with our Regional Manager, is in the best position to address matters of this nature on behalf of Mercedes-Benz USA, LLC. Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Carol Pantua
Customer Relations Liaison

CP/dl

Corr: 292139
Referral: 189783

Open Date: 04/20/2006 17:47:32 **Agent:** CARL PARTYKA **Phone** **Note Type:** RC
C. Partyka spoke to attorney William McGee @ 2:30pm, 4/20/06, I explained that I had reviewed his client's file and that M/B is in a position to repurchase his vehicle, he is faxing me copies of this file so I can start the buyback process.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189876 Priors: No Open Date: 03/30/2006 Status: CLS Last Update: 04/10/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Westfield NJ [Redacted] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 5 Market: 4

Service Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ Assign Agent: SOM - 25
Orig Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ
Sell Retailer: 52101 MILLENNIUM AUTOMOTIV BRIDGEWATER NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005
World VIN: WDBUF83J55X [Redacted]
Mileage: 11000 Engine Number: 11396930641654
Prod Date: 05/23/2003 Warranty Start Date: 04/07/2005

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent: Field Closing Date: 04/10/2006
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted], [Redacted], Westfield, NJ [Redacted]
[Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Mobile
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/30/2006 10:24:02 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 11000
Warranty Start Date: 04/07/2005
Previous CA Referrals:

Previous Summary Notes: 922965, 1019987, 1140004, 1140010
Customer called claiming that she is bringing the vehicle to the dealer for the third time this afternoon for an issue with the SRS light coming on.

Customer claims that when light came on and she called for assistance, she was advised to have vehicle towed. Customer claims that she has concerns about her safety if the issue is that serious as well as the inconvenience of going back to the dealer.

Customer seeking MB assistance in determining cause of this issue and resolving it.

Customer can be contacted on her mobile phone at [Redacted]

Open Date: 04/03/2006 11:55:39 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** PC
SPOM will discuss with SD Joe C on next dealer visit.

Open Date: 04/10/2006 16:26:28 **Agent:** ERIC ERDENBERGER **Phone** 7525 **Note Type:** RC
SPOM advised by dealer that vehicle fully repaired and returned to owner. Dealer installed new jacket tube to rectify SRS light issue.

7/16/2010

Customer Assistance Referral

CA Ref ID: 189885 Priors: No Open Date: 03/30/2006 Status: CLS Last Update: 04/05/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Glendale CA [Redacted] Corres ID:

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

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J66A [Redacted]
Mileage: 2400 Engine Number: 27296430207532
Prod Date: 03/22/2004 Warranty Start Date: 12/13/2005

Grp	Fail	Major	Minor	Rsr
07	00	2	3	16

Close Agent: Field Closing Date: 04/05/2006
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted], [Redacted], Glendale, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/30/2006 13:12:27 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 2400
Warranty Start Date: 12/13/2005
Previous CA Referrals:

Previous Summary Notes:

[Redacted] claims that this vehicle has been into the dealership twice already for the same issue. She claims that when the vehicle comes to a stop, there is a banging or hammering sound coming from the trunk area. Customer claims the dealership is not able to resolve the issue and she doesn't want the car anymore if this cannot be repaired.

Customer is requesting technical assistance from MBUSA in repairing the vehicle.

Open Date: 04/02/2006 19:22:43

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

email from SM:

Hi Brian,

Another one I'm e-mailing before you send an e-mail..

██████████
2006 E350

WDBUF56J66A ██████████

Miles: 2,400

Vehicle was here yesterday, car was brought in by her son who is a salesperson here. Complaints were.

1.Popping sound from rear of car.

a.SDS test no codes, road tested by Eric (TAC) and I noise verified but both Eric and I there is no defect. Fuel tank purge valve operating as designed to meet EPA government standards. Explanation given to salesperson who is the driver of the car. There is no fix because this is how it was designed due to the steel gas tank with a plastic liner. Purge valve sound apparent ½ tank or more.

2.SES warning light came on.

a.SDS test done no code and no warning light at this time.

The request for MBUSA Technical to be involved has been done.

Glenn

Open Date: 04/05/2006 16:51:22

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

Note from SM:

Complaint of knocking sound from rear of car. and SRS light coming on. Inspected by Shop foremen sound coming from purge valve in fuel tank normal operation. 03/30/06, Road tested and inspected by Glenn & Eric (TAC) verified that the sound is from the purge valve that is required by the federal government. This car is driven by one of our salesperson but owned by his mother. Eric and I explained this to him why this valve is making the noise and there is no repair for this. SDS test for SRS no codes no light on at this time.

Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 190093 Priors: Both Open Date: 04/05/2006 Status: CLS Last Update: 04/13/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Santa Monica CA [Redacted] Corres ID:

Agent: Nicole Shababb Phone: 4619 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: 05154 W.I. SIMONSON SANTA MONICA CA
Sell Retailer: 05154 W.I. SIMONSON SANTA MONICA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J26A [Redacted]

Mileage: 2389 Engine Number: 27296430116145

Prod Date: Warranty Start Date: 01/21/2006

Close Agent: Field Closing Date: 04/13/2006

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

Grp	Fail	Major	Minor	Rsr
22	53	2	3	05

Involved Information

> [Redacted] L, [Redacted] Santa Monica, CA [Redacted]
[Redacted] Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/05/2006 19:58:25 Agent: Nicole Shababb Phone 4619 Note Type: PC

Primary Phone: [Redacted] (Mobile)

Current Mileage: 2 389

Warranty Start Date: 01/21/2006

Customer, [Redacted], called the CAC alleging that his vehicle is currently at W. I. Simonson for an alleged engine mount issue. Customer claims the dealer has advised that his vehicle's "engine mounts are faulty and need to be replaced."

Customer claims the dealer advised it will take over a week to obtain these parts from Germany and that with the parts wait time and the repair time he will be without his vehicle for at least two weeks in total. Customer advised the dealer has provided him with a C-Class loaner. Customer alleging this is the second time his vehicle has been to the dealer since he accepted delivery of the car two months ago. Customer claims the first issue was with the SRS light.

Customer is alleging poor vehicle quality and is demanding MBUSA buyback his vehicle claiming he has lost all confidence in the brand.

cc: Yvette Chang, Legal

Open Date: 04/06/2006 15:14:57
CORR # 293001and 293002

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Customer sent the following e-mail to this writer. Writer contacted the customer and advised him we received his correspondence.

"Nicole

This letter is to inform you of the problem I have been having with my new E350 I purchased on 01/21/2006

This letter is to inform you of the problem I have been having with my new E350 I purchased on 01/21/2006 this car is now in the shop for the 2nd time in less than 2 months since I purchased it The car is in there for broken engine mounts and I am told that the parts are going to take a week to come in from Germany.

This is my 2nd E-class I had no problems with the first I am paying a lot of money to drive this car and the reason why I am driving a new Mercedes is so I don't have to deal with service problems of a used car I really have no confidences nor do I feel safe in this car I do not want to deal with the inconvenience of having a brand new car in the shop for service for a extended time

I am a good customer of Mercedes and responsible for over a dozen sales I have had all of my family and friend drive Mercedes here is the list of just a few of them that have all purchased them from WI Simonson recommended by me.

MB customers [REDACTED] 2 cars, 1-My sister [REDACTED], 2-My mother [REDACTED] 3-Employee [REDACTED]
4-Friend [REDACTED] 5-[REDACTED] 2 cars, 6-[REDACTED], 7-[REDACTED] and 8-[REDACTED]

I am requesting that you have a new E 350 for me to replace the one that is in the shop I do not want to drive this car I will not feel safe driving it nor will I have confides in its reliability.

Thank You,
[REDACTED]

Open Date: 04/10/2006 15:50:52

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Customer called wanting to know the status. Writer informed customer that his concerns are being reviewed on a local level and he will be contacted shortly.

Open Date: 04/13/2006 17:38:33

Agent: Ed Duffy

Phone 6296

Note Type: PC

Customer called requesting contact and advising he no longer wants this vehicle. Writer contacted SPOM and advised - SPOM stated he will make a courtesy call to customer to advise it is under review.

Open Date: 04/13/2006 17:47:08

Agent: BRIAN BAE

Phone

Note Type: RC

Called customer and indicated that vehicle doesn't qualify for buyback. Customer graciously accepted two lease payments for inconvenience on back ordered part.

7/16/2010

Customer Assistance Referral

CA Ref ID: 190128 Priors: No Open Date: 04/06/2006 Status: CLS Last Update: 04/24/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Totowa NJ [Redacted]

Corres ID:

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ Assign Agent: SOM - 28

Orig Retailer: 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Sell Retailer: 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J15A [Redacted]

Mileage: 14000 Engine Number: 11294931864001

Prod Date: 02/10/2004 Warranty Start Date: 11/30/2004

Close Agent: Field Closing Date: 04/24/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Involved Information

- > [Redacted], Totowa, NJ [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/06/2006 17:37:46

Agent: Jose M Carbajal

Phone 7855

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 14000

Warranty Start Date: 11/30/2004

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] called the CAC requesting lease payments on his vehicle to be waived while the vehicle is at the shop or possible trade assistance.

Customer claims vehicle has been at the dealership at least 5 times for an SRS light. Customer claims vehicle is a "nightmare to own." Customer advised that "ultimately I want a vehicle that is safe to drive."

Customer did show some interest on a trade assist but wanted something that would not cost him anything. Customer finally requested for lease payments to be waived while vehicle is at the MB dealership getting service for malfunctions. Customer claims vehicle is at the dealership at the moment. Customer requests a call back from reviewing party, writer advised request will be forwarded but did not promise anything.

CC: Anthony Zepf

Open Date: 04/07/2006 13:29:56

Agent: MIKE WILLARD

Phone

Note Type: PC

Writer sent E-Mail to dealer to contact customer. Writer will review service history with the dealer.

Open Date: 04/24/2006 11:14:01

Agent: MIKE WILLARD

Phone

Note Type: RC

Vehicle is repaired and SM Chris Burke has offered the customer 2 lease payments for goodwill. Customer told that this repair should correct the problem. Customer satisfied with explanation and will accept the 2 months lease payment.

7/16/2010

Customer Assistance Referral

CA Ref ID: 190425 Priors: Both Open Date: 04/19/2006 Status: CLS Last Update: 04/27/2006

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Lynnfield

MA [Redacted]

Corres ID: 293704

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

Service Retailer: 36100 FLAGSHIP MOTORCARS LYNNFIELD MA Assign Agent: SOM - 25

Orig Retailer: 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Sell Retailer: 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J55X [Redacted]

Mileage: 16431 Engine Number: 11295431896055

Prod Date: 10/01/2002 Warranty Start Date: 10/06/2004

Grp	Fail	Major	Minor	Rsr
10	10	2	3	08

Close Agent: Field Closing Date: 04/27/2006

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

Involved Information

- [Redacted] - Owner, [Redacted], Lynnfield, MA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- Jacqueline Porro - Representative, 30 E Butler Ave, Ambler, PA 190024514
 - 781-982-9112, Primary Business
 - 215-540-8888, Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 04/19/2006 10:51:29

Agent: Miriam Clark

Phone 4699

Note Type: PC

Primary Phone: 2155408888

Current Mileage: 16431

Warranty Start Date: 10/06/2004

Previous CA Referrals: 179599

Previous Summary Notes:

Atty Jacqueline B. Porro has sent letter of representation, (CHAPTER 93A DEMAND LETTER) Certified mail dated 4/10/06, rec'd 4/18/06. She is seeking recovery under the MASS LEMON LAW AND MAGNUSON MOSS WARRANTY ACT.

She indicates the vehicle has been in for repairs to the SOS, signal, no power, electrical problems, SRS light, mirrors malfunctioning, left seat bottom worn vibration in steering roof, console rattling, battery RU Recall.

Atty demands the following:

Full Rescission of the original purchase agreement;

Payment of any additional fees, charges, taxes, insurance payments(to the date of repurchase), and value of trade in vehicle.

Reimbursement for any diagnostics or other defect -related tasks performed on the vehicle at her expense; and

Payment of her atty fees.

CC: Gail Slaughter

Acknowledgement Letter

April 19, 2006

Kimmel & Silverman P.C.

Ms. Jacqueline Porro, Esq.

45 Pond St. Suite 202

Norwell, MA 02061

Subject:Model: 2005 E320W4

VIN: WDBUF82J55X [REDACTED]

Dear Ms. Porro:

Thank you for your recent letter to our Customer Assistance Center.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Miriam E.Clark

Customer Relations Liaison

Corr: 293704

Referral: 190425

SPOM Ron St.Pierre Rgn 1 Mkt 3

Open Date: 04/19/2006 20:58:15

Agent: RONALD ST PIERRE

Phone 7525

Note Type: RC

Received case

Open Date: 04/21/2006 14:46:22

Agent: RONALD ST PIERRE

Phone 7525

Note Type: RC

Review of case does not support a lemon law case for this customer.Reviewed with Gail Slaughter i legal. She will send a letter to the customers attorney accordingly.

Open Date: 04/27/2006 10:15:12

Agent: RONALD ST PIERRE

Phone 7525

Note Type: RC

Letter sent @ 4/26/06 , to atty. Porro from MBUSA legal department denying customer demands for lemon law etc.Closing case accordingly.

7/16/2010

Customer Assistance Referral

CA Ref ID: 190471 Priors: No Open Date: 04/20/2006 Status: CLS Last Update: 04/26/2006

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

City: Garden City NY [Redacted] Corres ID: [Redacted]

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 5 Market: 1

Service Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY Assign Agent: SOM - 23

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: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87J06X [Redacted]

Mileage: 3300 Engine Number: 27297230171989

Prod Date: 09/12/2003 Warranty Start Date: 10/05/2005

Close Agent: Field Closing Date: 04/26/2006

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

Grp	Fail	Major	Minor	Rsr
54	73	2	3	05

Involved Information

➤ [Redacted] [Redacted] Garden City, NY [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Mobile
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 04/20/2006 13:02:42 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 3300
Warranty Start Date: 10/05/2005
Previous CA Referrals:

Previous Summary Notes:

[Redacted] called in and alleged vehicle was recently in for SRS light being on, also, "noises" from engine ("sounds like diesel"), and when turning steering wheel. Customer stated that dealer replaced air bag system - and that SRS light was on, also, text display "Visit workshop immediately." He also stated that the "noise" issues were unresolved.

Writer advised customer MB does not recommend driving vehicle with SRS light on (customer stated he was on way to dealer) - customer accepted writer's offer to connect him to Roadside regarding transportation of vehicle.

Open Date: 04/20/2006 14:17:42 Agent: STEVE DENNIS Phone Note Type: PC

Information sent to dealer.

Open Date: 04/26/2006 17:02:40

Agent: STEVE DENNIS

Phone

Note Type: RC

See the message below from the Service & Parts Director (Rallye Motors)

Dear Steve,

Here is a quick update, on my open CAC contact:

██████████
2006 E350W4

Vin#WDBUF87J06X ██████████

CAC#190471

The vehicle was towed in, and we replaced his SRS clock spring, and modified the SRS wires. The noise from the engine, he stated sounds like a diesel, is the SBC pump working, as designed. The modifications for noise have already been done, so there was nothing else we could do about the noise. The car came in on April 20th, and left on April 22nd.

Please close this contact!

Best regards,

Charles Ludemann
Service and Parts Director
Rallye Motors

7/16/2010

Customer Assistance Referral

CA Ref ID: 190749 Priors: No Open Date: 05/01/2006 Status: CLS Last Update: 05/03/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Greer SC [Redacted] Corres ID:

Agent: Miriam Clark Phone: 4699 Orig By: P Orig CD: HO Region: 2 Market: 2

Service Retailer: 72100 CARLTON MOTORCARS, I GREENVILLE SC Assign Agent: SOM - 24
Orig Retailer: 72100 CARLTON MOTORCARS, I GREENVILLE SC
Sell Retailer: 72100 CARLTON MOTORCARS, I GREENVILLE SC

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70JX5A [Redacted]

Mileage: 16680 Engine Number: 11396730661655

Prod Date: 03/03/2004 Warranty Start Date: 04/21/2005

Grp	Fail	Major	Minor	Rsr
42	36	2	3	08

Close Agent: Field Closing Date: 05/03/2006

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

Involved Information

- > [Redacted] - Owner, [Redacted], Greer, SC [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/01/2006 14:59:28 Agent: Miriam Clark Phone 4699 Note Type: PC

Primary Phone: [Redacted] ext 223bus. [Redacted] cell and [Redacted] (home)

Current Mileage: 16680

Warranty Start Date: 04/21/2005

Previous CA Referrals:

Previous Summary Notes: 1027190

Customer alleges that he has had numerous problems with the vehicle and cannot seem to address them with the dealer. He alleges to have the following problems with his vehicle:

- brakes grind and squeal (to dealer several times)
- SRS light is on (three times to dealer)
- front end noises when the steering wheel is turned.

Customer stated he is bringing the vehicle in again tomorrow, and is concerned that these items will spill over towards the end of the warranty.

Open Date: 05/02/2006 13:50:25 **Agent:** RAYMOND ROHM
SPOM will review with Service Manager today.

Phone

Note Type: PC

Open Date: 05/03/2006 00:18:49 **Agent:** RAYMOND ROHM
Vehicle inspected and TAC involved with repair.

Phone

Note Type: RC

7/16/2010

Customer Assistance Referral

CA Ref ID: 190993 Priors: No Open Date: 05/09/2006 Status: CLS Last Update: 05/18/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: San Francisco CA [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 6 Market: 1

Service Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISC CA Assign Agent: SOM - 23
Orig Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISC CA
Sell Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISC CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J15X [Redacted]
Mileage: 6000 Engine Number: 11295431895421
Prod Date: 09/29/2003 Warranty Start Date: 07/08/2005

Grp	Fail	Major	Minor	Rsr
54	10	2	3	08

Close Agent: Field Closing Date: 05/18/2006
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- [Redacted] - Owner, [Redacted], San Francisco, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/09/2006 17:32:39 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 5707
Warranty Start Date: 07/08/2005
Previous CA Referrals:

Previous Summary Notes: 1191221

[Redacted] claims she has brought her vehicle into the dealership allegedly 11 times for issues. She claims that it has been into the dealership several times for the SRS light being on and the dealership is not able to resolve it.

Customer claims her supervisor told her that she will be fired if she takes another day off of work to bring her car into the dealership. Customer is requesting technical assistance in repairing the vehicle and states that vehicle is at the dealership currently.

Open Date: 05/11/2006 11:27:15 Agent: William Maher Phone 6250 Note Type: PC

Customer called back wanting to make sure that someone is looking at her situation for her. Writer informed the customer that we have shared her concerns with the appropriate people.

Open Date: 05/12/2006 18:32:28 **Agent:** Patricia Rosado **Phone** 7837 **Note Type:** PC

Customer phoned again stating she picked up the vehicle yesterday and the SRS light is on again. Customer claims she does not feel safe driving this car and this will make the 12th visit.
Customer requested tow as she does not feel safe driving.

Writer apologized for inconvenience and set up tow with Atlas tow, RAP# 3581699.

E-mail SPOM as FYI

Open Date: 05/16/2006 01:29:57 **Agent:** KENNETH FLETCHER **Phone** **Note Type:** PC

SPOM e-mailed the Service Manager and requested an update on the status of this car.

Open Date: 05/16/2006 17:38:36 **Agent:** Katina Clement **Phone** 6262 **Note Type:** PC

██████████ called the CAC states "I am sick of this car. The dealer wants me to test drive it with them. I do not have time for this."

Writer advised MBUSA is reviewing her concerns directly with the dealer management team.

Writer advised customer it appears dealer wants to attempt to duplicate her concern by test driving the vehicle with her.

Writer advised customer to remain in contact with the service manager directly.

Open Date: 05/17/2006 13:21:50 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** PC

Customer called the CAC asking for update. Writer told her that the dealership is attempting to repair but she needs to go on a test drive with the dealership. She stated that it is inconvenient and she just wants MB to replace it.

Writer informed her that she should speak to the SM and that her concerns are being reviewed.. She was advised that her comments will be documented and forwarded.

Open Date: 05/17/2006 19:53:27 **Agent:** KENNETH FLETCHER **Phone** **Note Type:** PC

SPOM received the following e-mail from the Service Manager:

190993 ██████████, MY E320W4. Customer say her SRS light comes on, when in our shop there are ever any codes, and the complaint can never be duplicated. Customer states it always happens while she drives. Dealer has offered to road test with customer for as long it takes for us to verify complaint, and to make sure it is not being induced by some other electronic item the customer brings with into the car. Customer states she doesn't have any other electronic items, and she says she can not take the time to road test with dealership personal because it takes time from her job and she is going to get fired if she spent anymore time bring in her car. Without her driving so we can verify what is going on, since it only seems to happen with her, how will we fix this car?

Open Date: 05/18/2006 15:40:34 **Agent:** KENNETH FLETCHER **Phone** **Note Type:** RC

Service Manager called the customer and advised her to bring the car down and drive with a foreman or tech to verify the concern. The vehicle had two SRS related repairs. The customer had returned to the dealer twice with SRS concerns, but the dealer has not duplicated the SRS light being on, and no codes have been stored.

Service Manager will call customer and invite her to come in and test drive the vehicle so she can show them what the problem is.

7/16/2010

Customer Assistance Referral

CA Ref ID: 191075 Priors: Both Open Date: 05/11/2006 Status: CLS Last Update: 05/16/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: New Market MD [Redacted] Corres ID:

Agent: Honora Duffy Phone: 6307 Orig By: P Orig CD: H0 Region: 1 Market: 1

Service Retailer: 34108 EURO MOTORCARS GERMA GERMANTOWN MD Assign Agent: SOM - 21

Orig Retailer: 34108 EURO MOTORCARS GERMA GERMANTOWN MD

Sell Retailer: 34108 EURO MOTORCARS GERMA GERMANTOWN MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2006

World VIN: WDBUF26J26A [Redacted]

Mileage: 12137 Engine Number: 64896130129940

Prod Date: 10/14/2003 Warranty Start Date: 12/15/2005

Close Agent: Field Closing Date: 05/16/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Involved Information

➤ [Redacted] - Owner, [Redacted], New Market, MD [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/11/2006 13:51:31

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 12137

Warranty Start Date: 12/15/2005

Previous CA Referrals:

Previous Summary Notes: 1169447

See prior Sum Note. [REDACTED] called again today bringing up prior issue (which he confirmed has been resolved), but he remains very upset.

"This car has been a nightmare! It's had 6 major problems and now the SRS light has come on - you people have to come get this & tell me what you plan to do. I'm meeting with my attorney today and depending upon your response, will determine the next step!"

"I did not spend all this money on a vehicle to have it in the shop all the time with major electrical problems!" Writer extended our sincere apologies to [REDACTED], and advised that I would give him over to RAP so arrangements can be made to get vehicle to the dealership.

I also confirmed his call will be documented; once vehicle arrives at the dealership, the management at Germantown and our regional market team, who have full authority to address matters of this nature, would further handle this matter on behalf of MBUSA.

I called dealer to give them head's up - Service Manager out of the office, so I gave details to Ramon that vehicle is coming in on RAP & to be aware that [REDACTED] is upset.

CC: Gail Slaughter, Legal (FYI)

Open Date: 05/11/2006 14:03:51

Agent: Honora Duffy

Phone 6307

Note Type: PC

[REDACTED] demanded to be transferred back from RAP - he now demands that "MBUSA guarantee that once this vehicle is fixed I will NEVER have a problem again after this!" I confirmed no one can make that guarantee & as I advised him previously, once vehicle arrives region/dealer will address.

He then demanded I transfer him to MB Financial "I want to tell them that I'm NOT going to make my payment this month because of this!" I told him that his financial obligations is between him & MB Financial - he stated "that's OK - I have an attorney - don't worry about it!"

I transferred him to MBF. I'll send E mail to April/Glenn @MBF as head's up.

Open Date: 05/12/2006 08:42:00

Agent: JAMES WILLARD

Phone

Note Type: PC

Writer spoke to service advisor as service manager was on vacation. SA indicated that SRS wire update needed to be performed and vehicle will be completed today. Writer to speak to SM when he returns from vacation.

Open Date: 05/16/2006 10:29:12

Agent: JAMES WILLARD

Phone

Note Type: PC

Writer reviewed file and left message for customer from SM office.

Open Date: 05/16/2006 11:05:37

Agent: JAMES WILLARD

Phone

Note Type: RC

Writer spoke to customer and reviewed file. Customer was concerned about perceived on going electrical issues with vehicle. Writer apologized for issues with SRS light coming on 2 occasions. The first time light was on p/s occ sensor needed to be calibrated, the latest time the vehicle had srs modification performed. Writer also found that aftermarket satellite radio was installed and caused some electrical issues in a past visit. Writer offered interior detail per goodwill. Customer was satisfied. Vehicle has been repaired. Customer to pick up tomorrow afternoon.

7/16/2010

Customer Assistance Referral

CA Ref ID: 191459 Priors: No Open Date: 05/24/2006 Status: CLS Last Update: 06/06/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: San Jacinto CA [Redacted] Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 23

Orig Retailer:

Sell Retailer:

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J35A [Redacted]

Mileage: 36058 Engine Number: 11294931873956

Prod Date: 08/23/2003 Warranty Start Date: 10/29/2004

Close Agent: Field Closing Date: 06/06/2006

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

Grp	Fail	Major	Minor	Rsr
68	51	2	3	08

Involved Information

➤ [Redacted] - Owner, [Redacted], San Jacinto, CA [Redacted]
 [Redacted] Primary Mobile
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/24/2006 19:25:31 Agent: Christine Dingler Phone 6361 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 36058

Warranty Start Date: 10/29/2004

Previous CA Referrals:

Previous Summary Notes:

[Redacted] phoned the CAC requesting MB Technical assistance in repairs to this vehicle. Customer alleges that he was advised to contact our office by dealer.

Customer alleges that this vehicle has visited this dealer 7 X for SRS light being on. Light has come on again and advised that he will be driving vehicle to dealer only and will be dropping it off tomorrow.

Customer also inquired about Lemon Law, "does this vehicle apply?" Writer stated that writer could not advise on lemon law. Writer advised that his comments/concerns would be documented and reviewed locally.

Writer suggested customer keep in contact with Service Manager of dealer.

CC: Yvette Chang

Open Date: 05/26/2006 14:44:54 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM requested info from SM

Open Date: 05/30/2006 17:45:32 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** PC
SPOM has requested that shop foreman be involved with repairs and open a TAC case. SPOM has authorized a lease payment be offered as goodwill for days down.

Open Date: 06/06/2006 16:28:17 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC
SPOM has reviewed the history and will repurchase the vehicle based on multiple repairs for SRS concern. Vehicle purchased pre-owned from an auction. Customer will need to provide all paperwork. SM to contact customer. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 191503 Priors: No Open Date: 05/25/2006 Status: CLS Last Update: 06/09/2006

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

City: Oakland CA [Redacted] Corres ID: [Redacted]

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 6 Market: 2

Service Retailer: 05626 MERCEDES-BENZ OF OAK OAKLAND CA Assign Agent: SOM - 21

Orig Retailer: 05626 MERCEDES-BENZ OF OAK OAKLAND CA

Sell Retailer: 05626 MERCEDES-BENZ OF OAK OAKLAND CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J15A [Redacted]

Mileage: 11000 Engine Number: 11396730629361

Prod Date: 04/14/2004 Warranty Start Date: 03/21/2005

Close Agent: CHRIS CARTER Field Closing Date: 06/09/2006

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

Grp	Fail	Major	Minor	Rsr
42	10	2	3	16

Involved Information

> [Redacted] - Owner | [Redacted], Oakland, CA [Redacted]
[Redacted], Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/25/2006 21:05:54 Agent: Jose M Carbajal Phone 7855 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 11000

Warranty Start Date: 03/21/2005

Previous CA Referrals:

Previous Summary Notes:

[Redacted] called the CAC in regard to a notice received for a SBC bracket recall. Customer claims to believe that the "SBC bracket recall" may be the cause of an accident suffered somewhere around 4/24/05.

Customer claims he was on the exit ramp from I-580 eastbound onto 98th Ave. in the city of Oakland. Customer claims he was coasting to a stop when the brakes failed and he struck a vehicle in front of him. Customer claims there were no airbags deployed, no injuries, he was riding with his wife, both were wearing seatbelts. Customer claims no police report was filed, AAA picked up the car and took it to body shop. Customer does not have his claim number but claims his insurance company is AAA.

Customer wants to know if the "SBC bracket recall" can be the cause of his accident.

CC: Berenz, Bowne, Cila, Brunner.

Open Date: 05/26/2006 18:24:44 **Agent:** CHRISTOPHER CARTER **Phone** **Note Type:** PC
Sent message to the service manager asking for information.

Open Date: 06/09/2006 16:34:25 **Agent:** CHRISTOPHER CARTER **Phone** **Note Type:** RC
Vehicle was inspected by dealer and was returned yesterday. There were no problems found during the inspection.

7/16/2010

Customer Assistance Referral

CA Ref ID: 191556 Priors: No Open Date: 05/30/2006 Status: CLS Last Update: 06/27/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Scarsdale NY [Redacted] Corres ID:

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 5 Market: 5

Service Retailer: 55143 MERCEDES-BENZ OF WHI WHITE PLAINS NY Assign Agent: SOM - 26
Orig Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL
Sell Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65JX5A [Redacted]
Mileage: 11000 Engine Number: 11294931932593
Prod Date: 08/14/2003 Warranty Start Date: 11/22/2004

Grp	Fail	Major	Minor	Rsr
54	73	3	3	08

Close Agent: GARRETT WETTERAUW Field Closing Date: 06/27/2006
Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information

- > [Redacted] - Owner, [Redacted], Scarsdale, NY [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/30/2006 11:03:10 Agent: Arnold Almaguer Phone 4621 Note Type: PC
Primary Phone: [Redacted]
Current Mileage: 11000
Warranty Start Date: 11/22/2004
Previous CA Referrals: None

Previous Summary Notes: None

[Redacted] seeks technical assistance.

According to [Redacted], this vehicle has been to an authorized dealer 5x because the SRS warning light is illuminated. He advised that the SRS light has reappeared this morning and the vehicle is at his New York address (11 Scarsdale Farm Rd Scarsdale, NY). See warranty history.

[Redacted] expressed his extreme dissatisfaction with the quality of this vehicle. He stated "Mercedes-Benz is close to losing me as a customer". He also stated "this call to your department is my last attempt to have this resolved".

Writer forward info to Customer Relations Representative who has Roadside capabilities to arrange a tow to MB of White Plains.

Open Date: 05/30/2006 11:20:36 **Agent:** Reina Rojas **Phone** 6367 **Note Type:** PC
Writer arranged with CRITICS CHOICE- 914-997-6585 to MB of White Plains. Writer called customer and advised of 90 min ETA. Please see roadside call# 3603317.

Open Date: 05/30/2006 15:18:13 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC
Customer concerns are under review with servicing dealer.

Open Date: 05/31/2006 15:46:05 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC
Vehicle currently at dealership being diagnosed.

Open Date: 06/20/2006 18:37:12 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC
Vehicle has been repaired and returned to customer. Dealer service Manager will call customer to ensure proper repair.

Open Date: 06/27/2006 17:25:28 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC
Following email from Dealer service admin Christina Castillo:

Garret,

Sheryl spoke with [REDACTED] on 06/27/06 @ 1:50pm

As of today, with 2 weeks of driving the vehicle, the SRS light is not on. The customer does not feel MBUSA took care of the problem. He wants to wait a few months to see if the light will come back on.

7/16/2010

Customer Assistance Referral

CA Ref ID: 191715 Priors: No Open Date: 06/02/2006 Status: CLS Last Update: 06/08/2006

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

City: Whittier CA [Redacted] Corres ID:

Agent: Robert Murphy Phone: 4642 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: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J75A [Redacted]
Mileage: 15185 Engine Number: 11294931916304
Prod Date: 08/06/2003 Warranty Start Date: 11/19/2004

Grp	Fail	Major	Minor	Rsr
54	73	2	3	08

Close Agent: ROBERT MANSFIELD Field Closing Date: 06/08/2006
Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information

- > [Redacted], Whittier, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/02/2006 19:52:59

Agent: Robert Murphy

Phone 4642

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 15185

Warranty Start Date: 11/19/2004

Previous CA Referrals:

Previous Summary Notes: 1182894

[REDACTED] contacted CAC this evening to convey dissatisfaction with his vehicle. [REDACTED] vehicle is currently at the House of Imports dlr. Customer alleges that his vehicle has been to the House of Imports dealership on three occasions for SRS malfunction and that the dlr has yet to rectify his issues.

Customer communicated to writer that he has wasted a lot of time going back and forth to the dealership and does not know what else he can do to have situation taken care of.

Customer is requesting technical assistance from MBUSA in the repair of his vehicle.

Writer apologized to customer for issues experienced with the vehicle. Writer advised customer that his concerns will be documented and forwarded to the appropriate parties.

Customer thanked writer and advised that he will be awaiting contact.

Open Date: 06/05/2006 13:56:38

Agent: CARL PARTYKA

Phone

Note Type: PC

S/M is currently attempting to contact the customer to review this issue with him.

Open Date: 06/08/2006 12:53:10

Agent: Robert Murphy

Phone 4642

Note Type: PC

Customer contacted writer and left VM expressing his dissatisfaction with the fact that he never received a callback and allegedly that the dealership has returned his vehicle to him without having made any repairs.

Customer claims that the light was reset and the vehicle was not repaired and that he is still waiting to see what MBUSA is going to do to assist him with his issues.

Customer conveyed to writer that he feels that the vehicle is unsafe and that the airbag light is likely to come on again at any time.

Writer will contact SPOM directly to discuss further.

Open Date: 06/08/2006 16:03:30

Agent: CARL PARTYKA

Phone

Note Type: RC

S/M Fred Potter spoke to customer ,6/8/06, he explained that his SRS issues have been resolved by replacing a control unit, car has been returned to the customer

7/16/2010

Customer Assistance Referral

CA Ref ID: 191845 Priors: No Open Date: 06/07/2006 Status: CLS Last Update: 08/03/2006

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

City: Deerfield IL [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22420 AUTOHAUS ON EDENS, L NORTHBROOK IL Assign Agent: SOM - 29
Orig Retailer: 62414 ROSS MOTOR CARS CENTERVILLE OH
Sell Retailer: 62414 ROSS MOTOR CARS CENTERVILLE OH

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
World VIN: WDBUF87J66X [Redacted]
Mileage: 6000 Engine Number: 27297230055999
Prod Date: 03/10/2004 Warranty Start Date: 05/31/2005

Grp	Fail	Major	Minor	Rsr
54	53	3	3	08

Close Agent: DONALD YOAKEM Field Closing Date: 08/03/2006
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted], Deerfield, IL [Redacted]
[Redacted] Primary Residence
[Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/07/2006 15:54:54 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 5738
Warranty Start Date: 05/31/2005
Previous CA Referrals:

Previous Summary Notes: 1188236

[Redacted] claims that his vehicle is currently at the dealership for the eighth time since he bought it, and the second time for the SRS light. He claims this is not acceptable, and is requesting technical assistance from MBUSA in repairing the vehicle.

Open Date: 07/18/2006 22:36:14 Agent: DONALD YOAKEM Phone 7424 Note Type: PC

SPOM left follow up telephone call to customer on 07/18/2006. SPOM left voice mail message for the customer.

Open Date: 08/03/2006 23:21:52 Agent: DONALD YOAKEM Phone 7424 Note Type: RC

SPOM has left several messages for [Redacted]. There has been no response from the customer. Please refer customer back to the dealer if he is still in need of any further assistance.

7/16/2010

Customer Assistance Referral

CA Ref ID: 191884 Priors: No Open Date: 06/08/2006 Status: CLS Last Update: 06/15/2006

Address: [Redacted]

Title:
Phone: - -

City: Essex MD [Redacted] Corres ID:

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

Service Retailer: 34208 R & H MOTOR CARS, LT OWINGS MILLS MD Assign Agent: SOM - 27

Orig Retailer: 34208 R & H MOTOR CARS, LT OWINGS MILLS MD

Sell Retailer: 34208 R & H MOTOR CARS, LT OWINGS MILLS MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26J95A [Redacted]

Mileage: 2000 Engine Number: 64896130117772

Prod Date: 03/23/2004 Warranty Start Date: 09/02/2005

Close Agent: BRIAN MALONEY Field Closing Date: 06/15/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Involved Information

➤ [Redacted] - Owner, [Redacted], Essex, MD [Redacted]
410-686-2200, Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/08/2006 14:34:18

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 2000

Warranty Start Date: 09/02/2005

Previous CA Referrals:

Previous Summary Notes: 997516, 1196320

Writer receive the following Email from [REDACTED] requesting technical assistance from MBUSA in getting his vehicle repaired.

"I am having the same problem with this 2005 320cdi I had with my last 2005 cdi that you bought back last year. The airbag idiot light goes off indicating the SRS isn't working and I should drive to the workshop. I can't believe that you haven't fixed this problem yet. I called you (factory) a month ago to inform you that my car was going to be repaired on 6/13/06 by R&H Motorcars in MD, my dealer. Your rather dismissive rep on the phone said they would be emailed about it. The dealer says that my old car was finally fixed by a factory guy after I sold it back to you. I asked your dismissive (pompous?) rep and wouldn't say. Please check my records, figure out how you fixed my old one if you did and make sure that proper repairs are completed on this one. For your sales persons all they can say as car after car has the same significant problem is "they build them with too much on them and it doesn't all work" I don't blame the dealer, I blame YOU. While these last two cars are the first new MBs I've owned I've owned nothing but your vehicles for a decade and a half. It was because of quality and longevity. Now I'm starting to have serious doubts despite my love of diesel cars. Please get this fixed first time this time and avoid any further problems of this nature with these cars in the future. Your business with me depends on it and if I'm not alone and I suspect I'm not; your car business overall depends on it as well. Sincerely, T Wray Mccurdy"

Open Date: 06/12/2006 09:28:12

Agent: BRIAN MALONEY

Phone

Note Type: PC

Writer has asked SPD to VERY involved and, if needed, request TS assistance.

Open Date: 06/15/2006 12:30:57

Agent: BRIAN MALONEY

Phone

Note Type: RC

SM at 34107 writes: We performed the DTB yesterday, Derek just finished road testing and the problem is fixed. Judy

7/16/2010

Customer Assistance Referral

CA Ref ID: 191968 Priors: Both Open Date: 06/11/2006 Status: CLS Last Update: 06/13/2006

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

City: Redding CA [Redacted] Corres ID: [Redacted]

Agent: Reina Rojas Phone: 6367 Orig By: P Orig CD: HO Region: 6 Market: 3

Service Retailer: 05644 COURTESY MOTORS AUTO CHICO CA Assign Agent: SOM - 24
Orig Retailer: 05644 COURTESY MOTORS AUTO CHICO CA
Sell Retailer: 05644 COURTESY MOTORS AUTO CHICO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J85A [Redacted]
Mileage: 12000 Engine Number: 11294931916262
Prod Date: 08/07/2002 Warranty Start Date: 07/01/2005

Grp	Fail	Major	Minor	Rsr
10	10	3	3	08

Close Agent: PATRICK TAM Field Closing Date: 06/13/2006
Close With: O Close By: D Close How: P Owner Satisfied: N

Involved Information

- [Redacted] - Driver, [Redacted] Redding, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Expired Residence
- [Redacted] - Owner, [Redacted], Redding, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/11/2006 15:45:57

Agent: Reina Rojas

Phone 6367

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 12,000

Warranty Start Date: 07/01/2005

Previous CA Referrals: 188721

Previous Summary Notes:

[REDACTED] called CAC (via Teleaid: incident #16793232) in a very upset state demanding MBUSA Buy Back his vehicle.

Customer alleged he just picked up vehicle from dealer 05644 on 6/9 for the "easy-entry/exit features and garage door opener repairs and claimed issues remain outstanding.

Owner expressed his continued "disappointment" with quality of vehicle and dealer service claiming vehicle has not been what he has expected and that dealer has been unable to repairs any vehicle issues. [REDACTED] claims since he has purchased the vehicle he has had issues with the "SRS system, Air conditioner, trunk lid, CD player skipping, currently the Easy-entry features and Garage door opener.

Customer claimed he lives 1 hour from the dealership and he does not have time to keep taking the vehicle to the dealership. Writer offered to have vehicle towed to dealer, customer declined tow and stated, "I will not have the vehicle brought back to the dealer until Mercedes-Benz takes it back, that's my final decision, and if Mercedes does not call me by tomorrow I will contact my attorney".

[REDACTED] said that he does not want the car anymore and demands MB to repurchase it from him.

Writer advised customer his concerns will be document and shared with the appropriate individuals.

FYI...Please see referral# 188721 for more information.

CC: J. Charles

Open Date: 06/12/2006 09:57:14

Agent: PATRICK TAM

Phone

Note Type: PC

Per previous CA referral, customer was contacted by SM to address concerns and made arrangements with dealer to have car picked up from them when they went out of town. They had not contacted the dealer since.

Sent e-mail to SM for additional information.

Open Date: 06/13/2006 09:09:19

Agent: PATRICK TAM

Phone

Note Type: RC

Spoke with SM, customer had brought in car for concerns and took car home on 6/9. Customer frustrated because he was unable to make the homelink work with the new garage door opener in his home as a result of a fire and that the easy entry/exit feature stopped working, however, has since started working again. Customer is scheduled to bring the car back to the dealer on 7/3 for a seat part to be installed.

Based on repair history, this vehicle does not qualify for repurchase at this time in my opinion.

Open Date: 06/13/2006 09:10:04

Agent: PATRICK TAM

Phone

Note Type: RC

SM also had customer speak with sales person who provided customer with the phone number for homelink if they are having any issues with trying to program the garage door opener.

Customer Assistance Referral

CA Ref ID: 192004 Priors: No Open Date: 06/12/2006 Status: CLS Last Update: 08/14/2006

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

City: Los Angeles CA [Redacted] Corres ID: 297721

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

Service Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA Assign Agent: SOM - 25
 Orig Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA
 Sell Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
 World VIN: WDBUF56J36A [Redacted]
 Mileage: 7700 Engine Number: 27296430064538
 Prod Date: 03/10/2004 Warranty Start Date: 05/28/2005

Grp	Fail	Major	Minor	Rsr
68	73	1	3	05

Close Agent: HECTOR VILLEGAS Field Closing Date: 08/14/2006
 Close With: O Close By: M Close How: M Owner Satisfied: Y

Involved Information

- [Redacted] Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Fax
- [Redacted] [Redacted] Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/12/2006 16:19:22

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 7424

Warranty Start Date: 05/28/2005

Previous CA Referrals:

Previous Summary Notes:

Attorney Alex Cha sent letter (corres # 297721) on behalf of client, [REDACTED], demanding repurchase of vehicle.

Attorney states "The subject vehicle has suffered from various safety related non-conformities including, but not limited to, SRS warning light coming on, engine stalling, brake noise, and other brake problems..... Pursuant to California Civil Code sections 1790 et seq., entitled the Song-Beverly Consumer Warranty Act, [REDACTED] hereby demands repurchase of the subject vehicle."

Letter dated 6/6/06.

Letter mailed USPS Priority mail 6/6/06

Letter received by MBUSA 6/12/06.

Letter forwarded to CR dept 6/12/06.

To: Yvette Chang - legal

Open Date: 06/12/2006 16:22:10

Agent: James Dowles

Phone 4628

Note Type: PC

Mailgram:

June 12, 2006

Mr. Alex Cha
3435 Wilshire Boulevard Suite 2600
Los Angeles, CA 90010-2012

Subject:Client: [REDACTED]
Model:2006 E350W
VIN:WDBUF56J36A [REDACTED]

Dear Mr. Cha:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

James Dowles
Customer Relations Liaison

Corr: 297721

Referral: 192004

Open Date: 06/13/2006 11:47:33

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: PC

Request made of SM to provide all pertinent information and recommendations for resolution. Follow-up to continue.

Open Date: 08/14/2006 17:47:52

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: RC

SPOM has had TS Ron Jones inspect vehicle and found current issue with SRS light. Based on current findings and previous repair history, SPOM has made decision to repurchase vehicle. Matter will be closed while final buyback is completed.

7/16/2010

Customer Assistance Referral

CA Ref ID: 192068 Priors: No Open Date: 06/13/2006 Status: CLS Last Update: 06/14/2006

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence [Redacted]
City: Vidor TX [Redacted] Corres ID: [Redacted]

Agent: Gregg Mault Phone: 6350 Orig By: P Orig CD: H0 Region: 6 Market: 7

Service Retailer: 75113 MIKE SMITH AUTOPLEX BEAUMONT TX Assign Agent: SOM - 30
Orig Retailer: 75113 MIKE SMITH AUTOPLEX BEAUMONT TX
Sell Retailer: 75113 MIKE SMITH AUTOPLEX BEAUMONT TX

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

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X96A [Redacted]

Mileage: 7938 Engine Number: 11396730722032

Prod Date: 01/30/2003 Warranty Start Date: 12/29/2005

Close Agent: FRANK OSWALD Field Closing Date: 06/14/2006

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

Grp	Fail	Major	Minor	Rsr
03	06	2	3	15

Involved Information

> [Redacted] - Owner, [Redacted], Vidor, TX [Redacted]
[Redacted], Primary Residence
[Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/13/2006 15:22:54 Agent: Gregg Mault Phone 6350 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 7938

Warranty Start Date: 12/29/2005

Previous CA Referrals:

Previous Summary Notes: 1172469

Customer called stating her vehicle has been at dealer for three weeks due to a problem with the SRS system, broken mirror and bent rods in the engine. Customer stated dealer has tried to diagnose but so far vehicle has not been fixed. Customer requesting MBUSA intervention to assist in getting vehicle fixed. If vehicle cannot be fixed then customer requests assistance to get into another vehicle.

CC: J. Charles

Open Date: 06/14/2006 12:07:33 Agent: FRANK OSWALD Phone [Redacted] Note Type: PC

dealer to review and advise. Bent rods in engine? this is usually caused by water ingestion and not covered by warranty. Dealer to advise.

Open Date: 06/14/2006 15:06:57

Agent: Patricia Murdy

Phone 6394

Note Type: PC

Sean Manuel, Service & Parts Director from dealer, called to advise that customer had driven her vehicle through water. The car is actually ready today, however they are waiting on \$300 additional from the insurance company.

Open Date: 06/14/2006 15:31:16

Agent: FRANK OSWALD

Phone

Note Type: RC

Frank

FYI

████████ ran through some water and bent a couple of rods. We have currently repaired the damage and are waiting on payment from the insurance company. Every time we deal with her she gets a little crazy. When she dropped the vehicle off I told her it was most likely water and she denied driving through any. It had flooded the day before she came in. I also told her it would take about 3-4 weeks to get it completed since we had to order parts and pull the engine. I told her last week it would be ready the end of this week.

ca ref id 192068

Sean

Car should be put on "8" status due to engine damage from water.

7/16/2010

Customer Assistance Referral

CA Ref ID: 192159 Priors: No Open Date: 06/15/2006 Status: CLS Last Update: 07/10/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Bell CA [Redacted] Corres ID:

Agent: John Hart Phone: 4669 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: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA
Sell Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X36A [Redacted]

Mileage: 13000 Engine Number: 11396730665417

Prod Date: 01/22/2004 Warranty Start Date: 04/22/2005

Close Agent: ROBERT MANSFIELD Field Closing Date: 07/10/2006

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

Grp	Fail	Major	Minor	Rsr
46	51	2	3	13
54	73	2	3	08

Involved Information

> [Redacted] [Redacted] Bell, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted], Secondary Residence
 [Redacted], Secondary Residence
 [Redacted] Secondary Business
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/15/2006 16:48:52

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 13000

Warranty Start Date: 04/22/2005

Previous CA Referrals:

Previous Summary Notes:

Lease Payment Requested:

Customer [REDACTED] phoned the CAC wishing to express dissatisfaction with the above referenced vehicle.

"I just was transferred from Mercedes Credit who told me to open a case for a lease credit. My car has numerous electrical problems. The SRS light was on and now the steering wheel is crooked".

"I am very happy with my advisor but it is an inconvenience to keep visiting the dealer for electrical issues".

Writer advised customer concerns will be documented and reviewed, please allow several weeks for communication.

Open Date: 06/15/2006 17:42:28

Agent: CARL PARTYKA

Phone

Note Type: PC

S/M is currently attempting to contact the customer to review his concerns

Open Date: 07/10/2006 19:51:22

Agent: CARL PARTYKA

Phone

Note Type: RC

repairs to [REDACTED] vehicle are completed, (1) steering wheel has been recentered, (2) repairs to SRS system are completed, updated SRS wiring kit was installed, DTC's were erased, vehicle was returned to [REDACTED]

7/16/2010

Customer Assistance Referral

CA Ref ID: 192257 Priors: No Open Date: 06/19/2006 Status: CLS Last Update: 07/21/2006

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

City: Glendale CA [Redacted] Corres ID: 298223

Agent: Nicole Shababb Phone: 4619 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05139 RUSNAK/ARCADIA PASADENA CA Assign Agent: SOM - 26
Orig Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA
Sell Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J05A [Redacted]

Mileage: 19900 Engine Number: 11294931889201

Prod Date: 12/18/2002 Warranty Start Date: 10/25/2004

Close Agent: RON REYNOLDS Field Closing Date: 07/21/2006

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

Grp	Fail	Major	Minor	Rsr
15	52	2	3	05

Involved Information

- William Mc Gee - Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted], Primary Business
 - [Redacted], Secondary Business
 - [Redacted], Secondary Fax
 - [Redacted], Secondary Business
- [Redacted] [Redacted] Glendale, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/19/2006 21:23:21

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 19,900

Warranty Start Date: 10/25/2004

See Previous Summary Note: 911878

CORR # 298223

Mr. William R. McGee attorney for [REDACTED] sent a letter to the CAC dated 06/13/06 and received 06/19/06.

Attorney alleges "seven separate repair attempts for brakes/SBC/ABS, four separate repair attempts for the transmission system and five separate repair attempts for seatbelt/occupancy detection/SRS airbag."

Attorney goes on to demand that MBUSA repurchase this customer's vehicle for the amount of \$16,541.22. Attorney alleges that if he does not hear from MBUSA by 07/13/06 litigation proceedings will be initiated.

Attorney Acknowledgement to be sent.

cc: Yvette Chang, Legal

Open Date: 07/21/2006 19:28:25

Agent: RON REYNOLDS

Phone

Note Type: RC

7/21/06 SPOM COMPLETED REPAIR HISTORY REVIEW,MBUSA WILL REPURCHASE VEHICLE.DLR SVC DIR WILL CONTACT ATTY TODAY AND ADVISE.(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 192546 Priors: No Open Date: 06/27/2006 Status: CAN Last Update: 06/28/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Southampton NY [Redacted] Corres ID: 298543

Agent: William Maher Phone: 6250 Orig By: F Orig CD: HO Region: 2 Market: 6

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 28

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

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J96A [Redacted]

Mileage: 100 Engine Number: 27296430113016

Prod Date: 08/25/2003 Warranty Start Date: 12/30/2005

Close Agent: Field Closing Date: 00/00/0000

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

Involved Information

> [Redacted]	[Redacted], Southampton, NY [Redacted]
[Redacted]	Primary Residence
[Redacted]	Secondary Residence
[Redacted]	Secondary Business
[Redacted]	Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 06/27/2006 18:25:02

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 86

Warranty Start Date: 12/30/2005

Previous CA Referrals:

Previous Summary Notes:

Writer received the following Fax from Patricia Yoder in regard to her 2006 E350. Customer is requesting assistance in getting her vehicle repaired. She claims she has not had her vehicle for 3 months and the body shop is not able to tell her when the vehicle will be ready.

"I LOVE my Mercedes... but I haven't seen it since March 23. I cannot solve this problem myself and knowing your commitment to the integrity of Mercedes brand, I know you do not want your customers to be treated in less than excellent manner.

I have been getting a runaround from Mercedes of Ft. Lauderdale through their "body shop", Maroone Collision Center (owned by Auto Nation). Here are the facts:

My automobile, a 2006 Mercedes E350, with 800 miles on it, was struck on the left rear driver's side on March 23, 2006, causing the two driver's side airbags to deploy, and other damage to the rear end. The car was towed from the scene. I called Mercedes of Ft. Lauderdale (954-462 4381) and spoke to the Service Manager and his assistant. They called their towing service, Superior Towing (954-424-8781), to pick the car up and tow it to Mercedes of Ft. Lauderdale's "body shop" which is Maroone Collision Center (954-462-1479).

Electric Insurance sent an adjustor who estimated the costs of repair to be \$10,492.89 and approved work to begin.

Electric Insurance sent me a check for \$9992.89 (less my deductible) on April 5, 2006. I am still holding the check. Three weeks later, when Maroone finally got around to looking at the car, they called and said they found additional damage.

Electric Insurance's appraisers did not agree with the findings and there was a 10-day delay as each side argued their position. I must say that Electric Insurance did not want me to go to Maroone in the first place but I said that since I had a 2006 Mercedes with 800 miles, I would feel more at ease if a Mercedes dealer handled the repair.

On May 1, Electric Insurance agreed to go along with the extra costs since I had been with them since 1991 when I was VP of Corporate PR & Advertising for General Electric Financial Services. An OK was given to the shop and a check for the additional amount, \$5265.45, was sent directly to Maroone Collision Center, 122 SW 22 Street, Ft. Lauderdale FL 33315.

On May 18, yet another additional check for

\$609.29 was sent to them. Keep in mind, Electric Insurance sent the checks even though they "had reservations about the shop's request to replace rather than repair some body panels".

At that time, Maroone said they could have the car finished by May 19 since my husband and I were returning to our home in Southampton NY for the summer. We made arrangements with Liberty Towing to pick the car up at our home in Boca Raton on May 22.

Maroone called May 12 and said they could not make the promised date and would get back to me with a date certain the car would be finished. They called back May 15 and said they could have the car done on June 12. I made arrangements to fly to Fort Lauderdale directly from my daughter's baby shower in San Francisco on June 12. And, I contacted Liberty Towing to reset the pickup date for June 13. When I called June 6 to say I would take a taxi from the airport to the body shop, Lorraine (my contact) told me the car would not be ready. Again, I asked for a firm date, since I had to make new plane reservations. Once again, I cancelled Liberty Towing.

Lorraine checked with her manager, Ray, (as she had done all the previous times) and called me back a day later with A FIRM DATE of June 19. I called back on June 8 to verify that the date was FIRM and told her I had to know for sure before I confirmed plane reservations. She assured me it was FIRM and they would not slip it. This time, I had to ask my husband to fly down with me because we no longer had the luxury of time to ship the car back to NY. We had to drive because I had to be in DC for my other daughter's baby shower that weekend. In addition, since I am a breast cancer survivor, I had to drive directly from DC to Greenwich Hospital in Greenwich, CT on Monday for my 6-month medical checkup and mammogram scheduled for June 27 and June 28.

Saturday morning, June 17, Lorraine called to say the car would NOT be ready on June 19. She said it still had to have the panels taken off and it had to be sent to paint and some other things. And, in addition, she said she had no idea when it would be ready and blamed the delay on my insurance company (whose OK and check Maroone had since the first week in May).

I was appalled and stressed. As I pointed out, I have a very tight schedule with my two daughters expecting their first babies 5 weeks apart on separate coasts, my necessary medical attention in Connecticut, and my husband awaiting a final schedule so he can set the date for his cataract surgery in New York.

I asked Lorraine to check with her manager and call me back with a new and, once again, final date. (Not that I will be able to trust them at this point). I also said they would have to pay the penalty fees and additional fare if it applies with the airlines since I had to now cancel both tickets. I do NOT think my requests are unreasonable.. Lorraine called back later Saturday morning and said she was trying to reach her "boss" but he wasn't answering his cell phone. This is Tuesday (20th) and she still has not called back.

HELP HELP.. I have nowhere to turn except to you. How do I get my car back? Will it be worth getting back after sitting outside in a repair yard for 2 months? Should you arrange to tow it to the Mercedes dealer in Southampton to finish the repairs? How about my plane fares? How about all the extra money for car rentals (my policy only covered 30 days)? Now, I have to fly to DC and back to NY. Then, I will need to rent a car again on June 26 to get to Connecticut for my doctors' appointments. The problems multiply. As does the stress.

appointments. The problems manifest. As does the stress.

I sincerely appreciate your handling this for me and I look forward to hearing from you."

Open Date: 06/28/2006 10:40:05 **Agent:** William Maher

Phone 6250

Note Type: CN

Sending information to SPOM via Email.

7/16/2010

Customer Assistance Referral

CA Ref ID: 192623 Priors: No Open Date: 06/29/2006 Status: CLS Last Update: 07/06/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: La CA [Redacted] Corres ID: 299081

Agent: Carol Pantua Phone: 4635 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
Orig Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J45A [Redacted]
Mileage: 13500 Engine Number: 11294931943196
Prod Date: 08/09/2003 Warranty Start Date: 12/23/2004

Grp	Fail	Major	Minor	Rsr
42	36	2	3	04

Close Agent: ED CONNER Field Closing Date: 07/06/2006
Close With: O Close By: M Close How: P Owner Satisfied: N

Involved Information

- [Redacted] - Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted], Primary Business
 - [Redacted], Secondary Mobile
 - [Redacted], Secondary Fax
 - [Redacted], Expired Business
- [Redacted] [Redacted] CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/29/2006 18:26:18

Agent: Carol Pantua

Phone 4635

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 13500

Warranty Start Date: 12/23/2004

Previous CA Referrals:

Previous Summary Notes: 407839, 900506, 1062288

Writer received Attorney Todd Friedman's letter (corr 299081) today by postal mail, requesting Buyback on behalf of his client, Jeff Schadow. Attorney alleges defects in: SRS system, brakes, and transmission, though does not note how many times vehicle was brought to dlr for those repairs.

Writer scanned and emailed Attorney's letter to Yvette Chang & SPOM. Writer will send the following acknowledgement letter to Attorney:

June 29, 2006

Mr.. Todd Friedman
5055 Wilshire Blvd Ste 300
Los Angeles, CA 90036-6101

Subject:Client: [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J45A [REDACTED]

Dear Mr. Friedman:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed.
You will be contacted shortly, if not already.

Sincerely,

Carol Pantua
Customer Relations Liaison

Open Date: 07/05/2006 18:18:54

Agent: Robert Murphy

Phone 4642

Note Type: PC

Customer contacted CAC this evening to request that his vehicle be "bought back from him under the terms of the lemon law". Customer cited concerns experienced with the vehicle as listed above and alleges that the vehicle was at the dealership on five occasions for brake squeal.

Customer was very pleasant with writer and advised that he has hired an attorney but insists that he would much rather settle his concerns directly through MBUSA.

Writer apologized to customer for issues experienced with the vehicle and advised that his concerns have been documented and that letter has been received from his attorney.

Customer requested writer's full name and extension (writer provided) and advised that he will be awaiting further contact.

Open Date: 07/06/2006 17:32:03

Agent: BRIAN BAE

Phone

Note Type: RC

Called attorney Friedman and indicated that the vehicle has been in 7 times in first 18 months/18,000 miles and has been down for 17 days with no substantial impairments or 4 repeat repairs for any one non-conformity.

SPOM stated that he didn't feel brake squeak complaint was a substantial impairment and indicated that vehicle didn't qualify for repurchase at this time. Attorney thanked SPOM for the call.

7/16/2010

Customer Assistance Referral

CA Ref ID: 192660 Priors: No Open Date: 06/30/2006 Status: CLS Last Update: 08/11/2006

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

City: Los Angeles CA [Redacted] Corres ID: 299059

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

Service Retailer: 05154 W.I. SIMONSON SANTA MONICA CA Assign Agent: SOM - 24
Orig Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA
Sell Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J95A [Redacted]

Mileage: 8500 Engine Number: 11294931922274

Prod Date: 03/23/2004 Warranty Start Date: 11/08/2004

Close Agent: ED CONNER Field Closing Date: 08/11/2006

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

Grp	Fail	Major	Minor	Rsr
54	53	3	1	13

Involved Information

➤ [Redacted] - Owner, [Redacted], Los Angeles, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Mobile
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/30/2006 12:43:40 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 8500

Warranty Start Date: 11/08/2004

Previous CA Referrals:

Previous Summary Notes: 849591

Customer sent letter dated 6/26 and received at CAC on 6/29.

Customer alleges that he has had vehicle back to dealer 4X for the SRS light coming on. Customer also claims that he has electrical issues with his Navi system and dynamic seats not operating properly.

Customer requesting MB technical assistance in determining cause of these issues and resolving them.

Customer can be contacted at his business at [Redacted].

Open Date: 07/19/2006 15:42:26 **Agent:** Christine Dingler

Phone 6361

Note Type: PC

The following e-mail sent to SPOM, Brian Bae:

Hi Brian,

██████████ phoned the CAC requesting status of his concerns. I advised him that they are still currently under review and that he will be contacted once review is completed.

Thanks,
Christine Dingler
Customer Relations Liaison

Open Date: 07/27/2006 13:34:26 **Agent:** BRIAN BAE

Phone

Note Type: PC

Called customer and left message for call back.

Open Date: 08/11/2006 13:32:30 **Agent:** BRIAN BAE

Phone

Note Type: RC

Customer was compensated one lease payment on 5/31/06. For following visit on 6/30/2006, no SRS or Nav issue was found. SM to notify customer to bring in vehicle if there are any outstanding repairs, and will contact TAC for assistance.

7/16/2010

Customer Assistance Referral

CA Ref ID: 193107 Priors: No Open Date: 07/17/2006 Status: CLS Last Update: 07/22/2006

Address: [Redacted]

Title:

Phone: [Redacted]

Business

City: Greenvale

NY [Redacted]

Corres ID:

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 5 Market: 1

Service Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY Assign Agent: SOM - 23

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: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J46A [Redacted]

Mileage: 21400 Engine Number: 27296430058784

Prod Date: 10/13/2003 Warranty Start Date: 06/15/2005

Close Agent: JOHN MAYO Field Closing Date: 07/22/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	2	3	13

Involved Information

> [Redacted] [Redacted] Greenvale, NY [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business
 000-000-0000, Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/17/2006 16:59:56

Agent: Arnold Almaguer

Phone 4621

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 21400

Warranty Start Date: 06/15/2005

Previous CA Referrals: none

Previous Summary Notes: none

[REDACTED] called the CAC demanding that MBUSA provide him with "one month lease payment as compensation for the amount of issues this vehicle has experienced". He stated that he contacted MB Financial and they referred him to the CAC.

According to [REDACTED], the following issues exists:

1. Instrument cluster is inoperative.
2. Cruise control is inoperative.
3. Shifter is stuck and he has to use the manual shift release.

[REDACTED] stated that he has called Rallye Motors and they have an appointment for 7/21/06. In the meantime, the customer requested that MBUSA be involved and review his request. He stated "my father was thinking about paying the new S-class but now he may buy a BMW". Customer also stated "I have friends that have less problems with their GM vehicles".

[REDACTED] also complained that his vehicle was allegedly at Rallye for 3 weeks to resolve an alleged issue with the SRS.

Writer did not promise any financial compensation. Writer advised that MBUSA remains committed to honoring the terms of the Limited New Vehicle Warranty. Writer advised that his request will be reviewed with the appropriate area of our company.

Open Date: 07/18/2006 15:07:54

Agent: STEVE DENNIS

Phone

Note Type: PC

Information sent to dealer.

Open Date: 07/19/2006 15:36:08

Agent: STEVE DENNIS

Phone

Note Type: PC

Customer has a service appointment for July 21st, Service & Parts Director will run a vehicle service history and evaluate the customer request.

Open Date: 07/20/2006 11:27:05

Agent: Gregg Mault

Phone 6350

Note Type: PC

Customer called demanding dealer/MBUSA to provide him with some form of credit since his vehicle has been out of his possession for so long.

Open Date: 07/22/2006 11:16:22

Agent: STEVE DENNIS

Phone

Note Type: RC

See the message below from the Service & Parts Director of Rallye Motors:

[REDACTED]
2006 E350

The vehicle came in today, and we are diagnosing the vehicle. I spoke to [REDACTED] this afternoon, and I apologized for his problems. He was very nice, and I told him we would extend a Goodwill lease payment for his problems.

He was very happy with that outcome. His vehicle will be repaired next week.

Charlie Ludemann
Service & Parts Director
Rallye Motors

7/16/2010

Customer Assistance Referral

CA Ref ID: 193234 Priors: Both Open Date: 07/20/2006 Status: CLS Last Update: 08/11/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Palmdale CA [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 3 Market: 5

Service Retailer: 05156 MERCEDES-BENZ OF VAL SANTA CLARIT CA Assign Agent: SOM - 29
Orig Retailer: 05156 MERCEDES-BENZ OF VAL SANTA CLARIT CA
Sell Retailer: 05156 MERCEDES-BENZ OF VAL SANTA CLARIT CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J56A [Redacted]

Mileage: 4000 Engine Number: 27296430122602

Prod Date: Warranty Start Date: 02/04/2006

Close Agent: CAROLYN DUCHENE Field Closing Date: 08/11/2006

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

Grp	Fail	Major	Minor	Rsr
42	36	2	3	08

Involved Information

- > [Redacted] - Owner, [Redacted], Palmdale, CA [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/20/2006 14:45:56 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 3724

Warranty Start Date: 02/04/2006

Previous CA Referrals: 189026

Previous Summary Notes: 1073635

[Redacted] claims she does not want this vehicle anymore and wants to be given a new one as an even exchange. She claims the vehicle only has 4,000 miles accrued and it is constantly in the dealership for electrical problems.

She claims the SRS light keeps coming on, and the comand system stops working. She claims that she should not have to deal with this after spending this kind of money. She claims the dealership allegedly told her that they will discuss trading the vehicle however she will owe money since her vehicle is used and has had so many issues. Mrs. Borup claims that she will be given a new vehicle and will not pay a dime or she will contact her attorney.

CC: Yvette Chang

Open Date: 07/24/2006 12:15:01 **Agent:** Jeffrey Bondurant **Phone** **Note Type:** PC

The SPOM is currently on vacation. He will address the customers issues upon his return on July 25, 2006.

Open Date: 07/25/2006 17:18:19 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** PC

Customer called the CAC asking when she will be contacted. Writer informed her that her concerns are being reviewed and she will be contacted shortly.

Customer claims that now the brakes are squealing and she was told that she may need a hydraulic pump.

She claims that now that there was a passenger in her vehicle who exited and the "airbag off light" came on with a message in the display. She stated that this message is still on and continues to be on.

She also stated that she is not bringing the vehicle back she stated that she "is done".

Writer informed her that he will update the file.

Open Date: 08/04/2006 16:52:24 **Agent:** DAN BERBERIAN **Phone** **Note Type:** PC

SPOM spoke to client and confirmed MBUSA position was not to buyback this vehicle but to uphold the LNCW. SPOM confirmed that we would make sure that the vehicle was repaired as their is a question about the need for the replacement SBC hydraulic unit. In addition SPOM indicated that we would take steps to get the replacement CD that was held in the failed head unit. Client indicated that she wanted her husband to contact this writer which was welcomed. Follow up.

Open Date: 08/04/2006 19:34:24 **Agent:** DAN BERBERIAN **Phone** **Note Type:** PC

Client husband left voice message for SPOM. SPOM returned call and left v/m for client husband. Husband phone number is [REDACTED]

Open Date: 08/11/2006 02:28:46 **Agent:** DAN BERBERIAN **Phone** **Note Type:** RC

SPOM spoke with husband last evening and verified MBUSA position at the present time is that we do not feel the vehicle qualifies under California Lemon Law for replacement or buyback. SPOM indicated that the vehicle hydraulic unit that was ordered for the brake noise is at the dealership and they are prepared to install it. Client indicated that they would consider all their options before moving forward. No further action was possible at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 193316 Priors: No Open Date: 07/24/2006 Status: CLS Last Update: 08/03/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Rowland Heights CA [Redacted] Corres ID: 300963

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

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 23

Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J86A [Redacted]

Mileage: 9109 Engine Number: 27296430049913

Prod Date: 10/13/2003 Warranty Start Date: 06/14/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 08/03/2006

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

Grp	Fail	Major	Minor	Rsr
27	53	2	3	14

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
 - 858-485-9140, Primary Business
 - 619-232-5811, Secondary Business
 - 858-485-9961, Secondary Fax
 - 858-485-9332, Secondary Business
- [Redacted] Owner, [Redacted] Rowland Heights, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/24/2006 16:41:21

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

Primary Phone: [REDACTED] is William McGee, Esq.

Current Mileage: 9109

Warranty Start Date: 06/14/2005

Previous CA Referrals:

Previous Summary Notes:

Corres # 294267 is from William McGee, Esq. sent via USPS 1st Class mail to One Mercedes Drive Address, postmarked 7-17-07; CAC rec'd 7-24-06. This is a 4 page letter with copies of dealer RO's, purchase agreement and registration.

Mr. McGee alleges in part "The subject vehicle has suffered from defects & non-conformities to warranty, including but not limited to 4 separate repairs attempts for the transmission...and one repair attempt for the SRS/airbag defects." Mr. McGee cites the Song Beverly Consumer Warranty Act. Mr. McGee writes "[REDACTED] is willing to litigate this matter however, she would prefer to resolve it short of filing a lawsuit. [REDACTED] is willing to return the subject vehicle to MB and settle this matter for a repurchase of the subject vehicle and restitution in the following amount: \$23562.69...in addition it will be required that MB satisfy the outstanding loan balance (US Bank. Do not attempt to contact my client for any reason whatsoever....do not send my client any mailgrams, direct all communications to me. If I do not hear from you by August 17, 2006, I shall assume that MBUSA is denying its obligations under the law and Xianodong Song will be left with no choice but to initiate legal proceedings."

Following email to SPOM/Legal: Dear Brian (& Yvette - For MBUSA Attorney's Information Only): Scanned & attached above is Corres # 300963 from William McGee, Esq. for [REDACTED] [REDACTED] New Case 193316 notes follow. Thank you for your attention to this case. Regards, Cynthia

Acknowledgement Letter Sent to Attorney: July 24, 2006 William McGee, Esq. 16855 W Bernardo Dr Ste 380 San Diego, CA 92127-1626 Subject:Client: [REDACTED] Model: 2006 E350W VIN: WDBUF56J86A [REDACTED]

Dear Mr. Mc Gee: Thank you for your letter. Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already. Sincerely, Cynthia Feuss Customer Relations Liaison Corres. No: 300963 Referral No: 193316

Open Date: 07/25/2006 08:51:14

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

SPOM requested chrono from dealer

Open Date: 08/03/2006 19:22:51

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM reviewed repair history with SM (SU). SPOM feels that vehicle does not qualify at this time for repurchase. SPOM to have letter sent to attorney through CAC.

Law Offices of William McGee
16855 West Bernardo Drive #380
San Diego, CA 92127
Attn: Bill McGee

August 3, 2006

Re: [REDACTED]
2006 Mercedes-Benz E350
VIN: WDBUF56J86A [REDACTED]

Dear Mr McGee,

On behalf of Mercedes-Benz USA, LLC, I have reviewed your June 15, 2006 letter sent on behalf of your client Xiaodong Song concerning their 2006 Mercedes-Benz E350, bearing Vehicle Identification Number WDBUF56J86A [REDACTED]. I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of their Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Los Angeles market area. I have reviewed your client's repair history and have determined that this vehicle does not qualify for the refund or replacement under the Lemon Law that your letter seeks. Mercedes-Benz must therefore decline to replace or repurchase your client's 2006 Mercedes-Benz E350.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty.

Sincerely yours,

Brian Blokdijk
Service & Parts Operations Manager - MBUSA

cc: Yvette Chang
Steve Uribe - Penske Motorcars

7/16/2010

Customer Assistance Referral

CA Ref ID: 193453 Priors: No Open Date: 07/27/2006 Status: CLS Last Update: 08/17/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Chapel Hill NC [Redacted] Corres ID:

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 2 Market: 1

Service Retailer: 59106 MERCEDES-BENZ OF CAR CARY NC Assign Agent: SOM - 21
Orig Retailer: 59106 MERCEDES-BENZ OF CAR CARY NC
Sell Retailer: 59106 MERCEDES-BENZ OF CAR CARY NC

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J65X [Redacted]
Mileage: 21000 Engine Number: 11295431931810
Prod Date: 02/18/2004 Warranty Start Date: 11/30/2004

Grp	Fail	Major	Minor	Rsr
07	16	2	3	16

Close Agent: STEVE DENNIS Field Closing Date: 08/17/2006
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [Redacted], [Redacted] Chapel Hill, NC [Redacted]
 [Redacted] Primary Residence
 [Redacted], Secondary Mobile
 [Redacted] Secondary Residence
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/27/2006 10:54:12

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 21,000

Warranty Start Date: 11/30/2004

Previous Summary Notes: 1304250

Customer Demanding a Vehicle Replacement.

Customer, [REDACTED], called the CAC alleging poor vehicle quality and claims his vehicle needs to go back to the dealer for the third time in three weeks for repairs.

Customer claims his vehicle's check engine light was on three weeks ago and he brought the vehicle to the dealer to have it repaired. He claims once he got the car back the battery went dead and needed to be replaced. Customer now alleging the check engine light is back on.

Customer claims this vehicle has been "nothing but an inconvenience" and alleges "this model is known to be plagued with issues not to mention three recalls."

Customer advise he will be traveling on business for the next two weeks but will contact the dealer before hand to arrange an appointment for when he returns.

cc: Mark Kelly, Legal

Open Date: 07/27/2006 14:29:21

Agent: RICE BYERLY

Phone 7523

Note Type: PC

Spoke with Mr Marty Hay, SM, today at 2:30 PM. He stated that He would pull this Owners file and call me back - -

Open Date: 07/27/2006 15:05:56

Agent: RICE BYERLY

Phone 7523

Note Type: PC

Mr Hay called back and We reviewed this Owners file. Vehicle has had only 1 repeat repair on his SRS system, and has had only 1 ck eng light. Mr Hay called Owner at 3:00 PM today to set up an appointment. He was referred to voice mail so He left a message for the Owner to call Him back. I told Mr Hay to keep me apprised of the appt date and I will try to be present - - -

Open Date: 07/28/2006 12:24:13

Agent: RICE BYERLY

Phone 7523

Note Type: PC

Mr Hay called me back and advised me that [REDACTED] has called Him back and that They have scheduled an appt for Aug 16, when I will be present - -

Open Date: 08/17/2006 07:09:50

Agent: RICE BYERLY

Phone 7523

Note Type: RC

I personally assisted with the diagnosis and repair of this vehicle yesterday at the cary, NC, facility. The Ck Eng light was caused by a defective "one way" valve for the air pump system. It was sticking intermittently. Replaced valve and shut off valve - Problem repaired. We also performed the subframe bolt campaign, and replaced a defective ashtray in the left rear door, and checked the brakes for squealing. I spoke with [REDACTED] at 3:00 PM yesterday, and explained the above repairs. Owner satisfied.

7/16/2010

Customer Assistance Referral

CA Ref ID: 193528 Priors: No Open Date: 07/31/2006 Status: CLS Last Update: 08/08/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Staten Island NY [Redacted] Corres ID:

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ Assign Agent: SOM - 28
Orig Retailer: 67227 MOTORWORLD WILKES-BARRE PA
Sell Retailer: 67227 MOTORWORLD WILKES-BARRE PA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted] Model: E500W4 2005
World VIN: WDBUF83JX5X [Redacted]
Mileage: 12000 Engine Number: 11396930636546
Prod Date: 10/27/2003 Warranty Start Date: 07/28/2005

Grp	Fail	Major	Minor	Rsr
46	52	3	3	08

Close Agent: MIKE WILLARD Field Closing Date: 08/08/2006
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Staten Island, NY [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/31/2006 14:11:08

Agent: Robyn Letz

Phone 6209

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 12000

Warranty Start Date: 07/28/2005

Previous CA Referrals:

Previous Summary Notes: 1081103, 1092357

[REDACTED] called the CAC.

Customer requests that MBUSA repurchase his vehicle under terms of PA lemon law.

Customer alleges 15 repairs and 5 trips to the dealership in NJ. (Customer says he is loyal to the PA dealer and buys all his vehicles there.) Customer says he received the vehicle back last Monday after repair for an SRS issue. Customer claims this is the 3rd time for SRS light on. Customer "predicts" that vehicle will be back at dealership this week.

Customer alleges that he is ordering another MB vehicle and will cancel the order "if no one there wants to listen to me." Customer asked for issue to be sent to PA dealer. Customer claims his SA at the dealer in NJ told him that "we (MBUSA) buy lots of cars back."

Writer apologized to customer Writer apologized to customer for issues experienced with the vehicle. Writer informed customer that his concerns will be documented and forwarded to the appropriate parties.

CC: Gail Slaughter

Open Date: 08/01/2006 17:25:34

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Customer called the CAC requesting the status of his concerns. Writer explained that his comments have been documented and forwarded to our Regional Office as well as the dealership management and once more information is available the customer will be contacted.

Open Date: 08/02/2006 10:38:19

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Customer called the CAC in reference to above. He stated that the vehicle's SRS light came on. Writer advised customer that MBUSA does not recommend that he drive the vehicle with the light on and offered a flatbed. Customer declined.

He wanted to know the status. Writer informed him that his requests are being reviewed.

Open Date: 08/04/2006 13:56:57

Agent: Carol Pantua

Phone 4635

Note Type: PC

Customer called for an update. When writer asked, customer claims he has possession of the vehicle and will be bringing it to Prestige on 8/7/06. Writer advised that review process will take a few business days. Customer again requests Buyback, but claims if he is granted his request, he will be purchasing again from Motorworld in Wilkes Barre (writer emailing SPOM about this request).

Writer advised customer that after diagnosis at an authorized MB dlr, review process can take a few days and he can follow-up with SM. Customer claims he will do so.

Open Date: 08/07/2006 12:35:57

Agent: Carol Pantua

Phone 4635

Note Type: PC

Carol,

We discussed this and called the customer on Thursday. The customer will meet Rob Bruce on Monday to fix the SRS problem. The sales manager will also be there. We will look at this as a last repair attempt.

Thanks,

Michael P. Willard
Service and Parts Operation Mgr
New York Region Market 3
1-800-225-6262 Ext: 7528
1-973-886-2880 Cell
1-973-331-5441 Fax
Michael.Willard@mbusa.com

Open Date: 08/08/2006 13:08:11

Agent: MIKE WILLARD

Phone

Note Type: RC

Customer accepted offer from dealer to get into another vehicle because of repeated repairs to the SRS system.

7/16/2010

Customer Assistance Referral

CA Ref ID: 193628 Priors: No Open Date: 08/02/2006 Status: CLS Last Update: 08/18/2006

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

City: Carmel NY [Redacted] Corres ID: [Redacted]

Agent: [Redacted] Phone: [Redacted] Orig By: P Orig CD: HO Region: 5 Market: 5

Service Retailer: 55103 ESTATE MOTORS, INC. GOLDENS BRID NY Assign Agent: SOM - 26
Orig Retailer: 51142 BENZEL - BUSCH MOTOR ENGLEWOOD NJ
Sell Retailer: 51142 BENZEL - BUSCH MOTOR ENGLEWOOD NJ

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

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J15X [Redacted]

Mileage: 22000 Engine Number: 11295431931213

Prod Date: 03/15/2004 Warranty Start Date: 12/09/2004

Close Agent: GARRETT WETTERAUW Field Closing Date: 08/18/2006

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

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Involved Information

- > [Redacted] - Owner, [Redacted], Carmel, NY [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- > [Redacted] [Redacted], Carmel, NY [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 08/02/2006 15:30:37

Agent: Kristin Kapr

Phone

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 22000

Warranty Start Date: 12/09/2004

Previous CA Referrals:

Previous Summary Notes:

Mrs. Helen Dullucci called the CAC and requested technical assistance.

The customer stated "This vehicle is currently in the dealership for the fifth time for the SRS light coming on in the vehicle. They have had the vehicle since Monday and they are having difficulty finding the issue. There advised they have been reviewing the wiring in the vehicle and they can't seem to find the issue. I would just like to have this fixed.

The dealership also will not give me a loaner vehicle since I did not purchase the vehicle there. So I have been without a vehicle for the past few days."

The writer advised the customer each dealership is independently owned and operated and responsible for their daily business operations including their loaner vehicle policy.

The writer advised all comments and concerns would be documented and forwarded to the appropriate parties.

Open Date: 08/02/2006 16:06:22

Agent: GARRET WETTERAUW

Phone

Note Type: RC

Customer concerns are being reviewed with dealer service management.

Open Date: 08/18/2006 11:43:13

Agent: GARRET WETTERAUW

Phone

Note Type: RC

Inspection revealed open circuit in harness connector. Connector repaired. Condition corrected.

7/16/2010

Customer Assistance Referral

CA Ref ID: 193637 Priors: No Open Date: 08/02/2006 Status: CLS Last Update: 08/29/2006

Address: [Redacted] Title: [Redacted]
 Phone: [Redacted] Residence [Redacted]
 City: Montebello CA [Redacted] Corres ID: [Redacted]

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer:00333 L.A. RGN Assign Agent: SOM - 26

Orig Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA

Sell Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X16A [Redacted]

Mileage: 4500 Engine Number: 11396730676448

Prod Date: 07/31/2002 Warranty Start Date: 05/28/2005

Close Agent: RON REYNOLDS Field Closing Date: 08/29/2006

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

Grp	Fail	Major	Minor	Rsr
10	S1	2	3	14

Involved Information

- [Redacted] - Owner, [Redacted], Montebello, CA [Redacted]
 - C*3-337-004, Primary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
- [Redacted] [Redacted], Montebello, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/02/2006 18:52:13 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC
Primary Phone: [REDACTED] (Mobile)
Current Mileage: 4,500
Warranty Start Date: 05/28/2005

Customer, [REDACTED] called the CAC alleging he was involved in an accident with his vehicle on 06/25 and claims the airbags did not deploy. Customer is demanding MBUSA inspect his vehicle to verify the car operated as designed during the alleged incident.

Customer alleges his wife was driving and he was the passenger when they were involved in a head-on collision with another vehicle a block and half from their home. Customer alleges they were both wearing their seatbelts and claims they both obtained injuries (scratches, cuts and bruises) to their faces as a result of the collision.

Customer did confirm that both he and wife refused medical attention at the scene of the incident and verified a police report was filed. Customer will fax a copy of this police report to the CAC tomorrow.

Customer indicated the vehicle was towed to S & D Autobody (Kruse Ave, 91016). The contact number is (626) 303-3008.

Customer advised he uses Farmers Insurance Company and his adjusters name is Dave Walling. Dave can be reached at (626) 445-6210). Customer did not have the claim number available.

cc: Frank Berenz, Gary Bowne, Gina Cila and Tom Brunner.

Open Date: 08/03/2006 13:58:29 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC

Corres # 301738 is a fax from owner with copy of police report. I sent following email to SPOM/Legal/Bowne: Dear Ron, Frank, Gary: Scanned & attached above is Corres # 301738 from owner [REDACTED], see open Case 193637. Owner has faxed copy of police report. Thank you for your attention to this case. Regards, Cynthia

Open Date: 08/03/2006 15:24:25 **Agent:** RON REYNOLDS **Phone** **Note Type:** PC

8/3/06 SPOM SENT EMAIL TO TAC (MH) AND HO (GB) TO DETERMINE IF TS INSPECTION SHOULD OCCUR.(RR)

Open Date: 08/03/2006 15:38:49 **Agent:** RON REYNOLDS **Phone** **Note Type:** PC

8/3/06 HO REQUESTED TAC LEADER TO ASSIGN TS TO INSPECT.(RR)

Open Date: 08/29/2006 11:33:18 **Agent:** RON REYNOLDS **Phone** **Note Type:** RC

8/29/06 TS WILL FORWARD APPROPRIATE INSPECTION DOCUMENTS TO HO (GB) UPON COMPLETION,(RR)

Customer Assistance Referral

CA Ref ID: 193666 Priors: No Open Date: 08/03/2006 Status: CLS Last Update: 09/20/2006

Address: [REDACTED] Title: [REDACTED]
 Phone: 818-549-2444 Residence [REDACTED]

City: Montrose CA [REDACTED] Corres ID: 301782

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

Service Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA Assign Agent: SOM - 28
 Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA
 Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [REDACTED] Model: CLS500C 2006
 World VIN: WDDDJ75X56A [REDACTED]
 Mileage: 15000 Engine Number: 11396730647620
 Prod Date: 07/11/2003 Warranty Start Date: 02/12/2005

Grp	Fail	Major	Minor	Rsr
07	53	3	3	08

Close Agent: FRANK DINGMAN Field Closing Date: 09/20/2006
 Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- [REDACTED] - Representative, [REDACTED] San Diego, CA [REDACTED]
 - [REDACTED], Primary Business
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Fax
 - [REDACTED], Secondary Business
- [REDACTED] [REDACTED] Montrose, CA [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - C*7-231-122, Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/03/2006 18:44:41 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 14606
Warranty Start Date: 02/12/2005
Previous CA Referrals:

Previous Summary Notes: 1130664

Attorney McGee sent letter (corres # 301782) on behalf of customer ([REDACTED]) claiming vehicle is a lemon.

Letter dated 8/1/06.
Mailed 8/1/06.
Received in CR Dept 8/3/06.

Attorney states "five (5) separate repair attempts for engine/ 'check engine'/ drivability/ stalling, two (2) separate repair attempts for SRS/ airbag, and one (1) repair attempt for the transmission system."

Attorney states if there is no response by September 1, 2006 then he will initiate legal proceedings.

To: Yvette Chang - legal

Open Date: 08/03/2006 18:46:12 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Mailgram:
August 03, 2006

Mr. William Mc Gee
16855 West Bernardo Drive Suite 380
San Diego, CA 92127-1626

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X56A [REDACTED]

Dear Mr. Mc Gee:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

James Dowles
Customer Relations Liaison

Corr: 301782
Referral: 193666

Open Date: 08/07/2006 00:52:14 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** PC
Request made of SM to provide all pertinent information and recommendations for resolution. Follow-up to continue.

Open Date: 08/17/2006 12:59:55 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC
S/m is currently assembling a chronology of the service file to review prior to contacting the attorney

Open Date: 08/25/2006 14:13:41 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC
detailed voice mail message left for Bill McGee, 11:00am, 8/25/06, requesting copies of the service file as several dealers out of my market are involved.

Open Date: 08/28/2006 17:31:28 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC
C. Partyka spoke to attorney William Mc Gee, 8/28/06 @ 8:30 am, he will mail copies of the complete file to me for review.

Open Date: 09/06/2006 17:19:55 **Agent:** FRANK DINGMAN **Phone** **Note Type:** RC

Writer will contact cust's attorney when he returns after 9/18/06 to discuss.

Open Date: 09/13/2006 19:28:25 **Agent:** Les Korngold **Phone** **Note Type:** RC

Les Korngold received voice-mail message fro Laura at Bill McGee's office stating she had called Carl Partyka (who retired on August 31) to obtain a status on MBUSA's position regarding their repurchase demand. I explained that Carl had retired and the matter was being reviewed by his successor, Frank Dingman. I assured that Frank or I would contact their office within 24 hours to give a status update on MBUSA's review of the case.

Spoke with Frank Dingman on 9/13/06 and was advised that he had been trying to reach Bill McGee and received voice-mail messages stating that Mr. McGee was on vacation until 9/18 and please leave no messages. (See note above.) Based on Laura's call to the regional office, Frank will contact her directly to update the status of the case, Laura's phone number is 858 485-9350.

Open Date: 09/15/2006 18:01:01 **Agent:** FRANK DINGMAN **Phone** **Note Type:** RC

Writer called Laura @ Bill McGee's office and offered \$5,500.00 inclusive of fees to compensate cust for any inconvenience that they may have experienced during the early ownership of their CLS500. Laura stated that she would let writer know whether or not this was acceptable.

Open Date: 09/18/2006 16:09:36 **Agent:** FRANK DINGMAN **Phone** **Note Type:** RC

Writer received fax from attorney's office stating that cust. declined goodwill offer. Attorney threatened litigation if he did not hear by 9/19/06. Writer plans to revisit service history and contact attorney 9/19/06.

Open Date: 09/19/2006 12:12:43 **Agent:** FRANK DINGMAN **Phone** **Note Type:** RC

Writer left voicemail for attorney to discuss.

7/16/2010

Customer Assistance Referral

CA Ref ID: 193726 Priors: No Open Date: 08/07/2006 Status: CLS Last Update: 09/27/2006

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Bozeman

MT [Redacted]

Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 6 Market: 5

Service Retailer: 47607 DEMAROIS BUICK - GMC MISSOULA MT Assign Agent: SOM - 22

Orig Retailer: 47607 DEMAROIS BUICK - GMC MISSOULA MT

Sell Retailer: 47607 DEMAROIS BUICK - GMC MISSOULA MT

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87J26X [Redacted]

Mileage: 3000 Engine Number: 27297230138581

Prod Date: Warranty Start Date: 04/27/2006

Close Agent: CHRIS CARTER Field Closing Date: 09/27/2006

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

Grp	Fail	Major	Minor	Rsr
68	73	2	3	08

Involved Information

- > [Redacted] - Owner, [Redacted] Bozeman, MT [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/07/2006 13:36:53 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: [Redacted]

Current Mileage: 3000

Warranty Start Date: 04/27/2006

Previous CA Referrals:

Previous Summary Notes: 1266004

[Redacted] called requesting technical assistance to resolve an alleged ongoing concern of the SRS warning light being on. He stated he has been back to the dealer at least 2 times for this concern and after just recently picking up the vehicle the light has again come on.

Customer stated he is very happy with this vehicle, his ML and his dealer but is requesting the technical assistance since he can not be confident that the SRS System is functioning correctly.

[Redacted] is calling the dealer today to arrange for the vehicle to be picked up again (dealer is 240 miles away).

Open Date: 08/08/2006 11:14:38 Agent: CHRISTOPHER CARTER Phone Note Type: PC

SPOM called the SM, left message asking for status.

Open Date: 08/15/2006 11:20:22 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** PC

Customer phoned CAC about above mentioned concerns with vehicle. Customer claims that no one from MBUSA has contacted him and dealer SM will not return his phone calls. Customer claims that vehicle was picked up 8/9/06 and he has not heard anything since then. Customer claims that he expects better service from MB since he just purchased two new vehicles. Customer also claims that he should be compensated for the down time and is starting the process for MT lemon law suit. Customer claims vehicle has been at dealer four times for the same repair and has exceeded 30 days of downtime for same repair. Customer claims that this is an issue with the passenger airbag and is a major safety issue.

Writer advised customer that his comments would be documented. Writer advised customer that his point of contact is the SM at dealer and writer would contact SM to request a call back from SM with status of vehicle repair at 406-586-3405.

Writer left message with SM to contact customer.

Open Date: 08/16/2006 12:00:54 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC

██████████ sent a letter dated 8/8/06 via certified mail post marked 8/8/06 stating he intends to enact the Montana Lemon Law unless Mercedes can prove without a doubt the problem is repaired once an for all and can ensure that the passenger airbag will work properly in the case of an accident.

Acknowledgement letter being sent.

Open Date: 08/16/2006 14:08:04 **Agent:** CHRISTOPHER CARTER **Phone** **Note Type:** PC

SM stated they replaced a seat sensor based on recommendation from TAC. The returned the vehicle to the customer, but the light came on after 1 week. The vehicle is back in the dealership. I told the SM to make sure the tech follows up with TAC to let them know the seat sensor failed. I asked the SM to make sure the dealership makes a follow-up status call to the customer.

Open Date: 08/25/2006 15:07:23 **Agent:** CHRISTOPHER CARTER **Phone** **Note Type:** RC

TAC suggested re-replacement of seat sensor, they have left follow up calls with customer, no return call.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194102 Priors: Both Open Date: 08/18/2006 Status: CLS Last Update: 09/18/2006

Address: [Redacted]

Title:

Phone: [Redacted]

Mobile

City: Nanuet

NY [Redacted]

Corres ID: 302904

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 55106 MERCEDES-BENZ OF NAN NANUET NY Assign Agent: SOM - 28

Orig Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ

Sell Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X56A [Redacted]

Mileage: 28375 Engine Number: 11396730662906

Prod Date: 05/12/2003 Warranty Start Date: 04/29/2005

Close Agent: MIKE WILLARD Field Closing Date: 09/18/2006

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

Grp	Fail	Major	Minor	Rsr
82	53	3	3	08

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 08/18/2006 14:38:35 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 28375
Warranty Start Date: 06/16/2003
Previous CA Referrals: 183361

Previous Summary Notes: 899844, 912502, 1031586

[REDACTED] COO/VP of Portables Unlimited sent a letter to the CAC via U.S. mail dated 08/10/06 and received 08/17/06.

Customer requests technical assistance for alleged repeat "computer " issues.

Customer claims that vehicle has been at dealer in Nanuet 3 times for malfunctions of the Audio/ navigation system, SRS, Brakes, etc. and issues with replacement of 3 tires in the past year. Customer alleges some issue are ongoing and asks hat MBUSA review the service history of this vehicle.

Customer says people at Nanuet are excellent and Jeff Presti his Service Advisor is courteous and reliable. Customer says he has been in a loaner vehicle for around 6 + days since delivery of vehicle and "I am really starting to get concerned at the manufacture of this model."

Customer adds that his partner just ordered and S550.

Open Date: 08/18/2006 14:50:10 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Acknowledgement:
August 18, 2006

[REDACTED]
Portables Unlimited

[REDACTED]
Nanuet, NY [REDACTED]

Subject: Model: 2006 CLS500C

VIN: WDDDJ75X56A [REDACTED]

Dear [REDACTED]:

Thank you for your recent letter.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Robyn L.

Customer Relations Liaison

CC: Mike Willard SOM 28 Mkt. 03 Region 05

Corr: 302904

Referral: 194102

Open Date: 08/23/2006 21:23:41 **Agent:** STEVE DENNIS **Phone** **Note Type:** PC

Information sent to dealer.

Open Date: 09/18/2006 11:29:39 **Agent:** MIKE WILLARD **Phone** **Note Type:** RC

SA Jeff Presti called customer and went over concerns. As of now customer is satisfied. If these issues come back he will advise Jeff.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194476 Priors: Both Open Date: 09/01/2006 Status: CLS Last Update: 10/12/2006

Address: [Redacted]

Title:

Phone: [Redacted] 280 Residence

City: Old Bridge

NJ [Redacted]

Corres ID:

Agent: John Hart Phone: 4669 Orig By: P Orig CD: HO Region: 5 Market: 4

Service Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ Assign Agent: SOM - 27

Orig Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ

Sell Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006

World VIN: WDDDJ76X66A [Redacted]

Mileage: 20500 Engine Number: 11399060042577

Prod Date: 04/12/2005 Warranty Start Date: 04/30/2005

Close Agent: STEVE DENNIS Field Closing Date: 10/12/2006

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

Grp	Fail	Major	Minor	Rsr
82	73	3	3	09

Involved Information

- > [Redacted] - Owner, [Redacted] Old Bridge, NJ [Redacted]
- [Redacted], Primary Residence
- [Redacted] 3, Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/01/2006 12:53:38 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Primary Phone: [REDACTED]
Current Mileage: 20000
Warranty Start Date: 04/30/2005
Previous CA Referrals: 190649

Previous Summary Notes: 1249274, 1351245

Replacement Vehicle Requested:

Customer [REDACTED] phoned the CAC alleging he was advised by his service rep Mr. Chin to contact the CAC and open a case. Customer alleges his vehicle is at the (Helms Brothers) dealer for the 5th time for electrical related malfunctions.

"The volume on the radio is out, the horn does not work, the SRS light is on. These are safety issues. I knew I should have never purchased the first year of a model. I would like to try a 2007 CLS AMG but I do not want another 2006."

"I paid \$106,000, I should not be experiencing this frustration".

Writer advised customer concerns will be documented and reviewed, please allow several business days for communication.

CC: Anthony Zepf

Open Date: 09/06/2006 16:06:41 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

Writer reviewing file and discussion with SM.

Open Date: 09/07/2006 11:31:03 **Agent:** John Hart **Phone** 4669 **Note Type:** TN

Customer [REDACTED] contacted the writer stating he was advised by Helms Brothers his vehicle needs to be taken to selling dealer Ray Catena for review of trade-assist. Customer stated he contacted his advisor Tom and will be bringing the vehicle in tomorrow.

FYI- Customer is a dealer principal (J&R Imports) for several non Mercedes-Benz dealerships in the Ozone Park, NY.

Writer phoned the Service Manager Glen G. advising of Referral transfer.

Open Date: 09/08/2006 14:14:13 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Customer left a message requesting contact.

Customer wished to express dissatisfaction with the loaner provided, 2007 Dodge Cavalier.

Additionally, customer stated he file a Lemon Law notification and mailed document yesterday. "If it is I am going to fix your car...I am done making calls and am going to hand this over to my attorney."

Open Date: 09/11/2006 10:41:57 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

The writer was assigned correspondence 304591 today 9/11/2006. Letter was not dated 9/06/2006 from customer Anthony Panarella alleging...

"I believe that my vehicle is a lemon under the NJ Lemon Law. I am hereby making a written demand for relief under the Lemon Law....I am hereby allowing you one more final opportunity to repair y vehicle. If these repairs are not completed within 10 calendar days of receipt of this latter, I am entitled to a refund calculated in accordance with the Lemon Law.

CC: SPOM and Anthony Zepf

Open Date: 09/13/2006 09:25:54 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

Writer further discussed with SM, Jim Troiola. Customer has vehicle at Ray Catena (51146) for repair and has advised dealer that he is filing NJ Lemon Law through Ray Catena. SM advised customer that Helms was offering customer assistance however customer refused. Writer transferring case to Ted Zawacki.

Open Date: 09/13/2006 13:53:03 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Anthony Panarella phoned the CAC alleging he picked-up vehicle today and is wishing to conduct trade-assist with Helms Brothers.

Open Date: 09/19/2006 13:09:06 **Agent:** TED ZAWACKI **Phone** **Note Type:** RC

Market Team reviewed with dealer who will contact customer

Open Date: 09/20/2006 15:04:19 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Customer contacted the writer who claims he was offered \$20,000 trade-assistance and offered 66,000 for his vehicle however, customer is dissatisfied. Customer claims his pay off is 86,0000 and he is not interested in negotiating price of a new car again.

"I want a new car for what I owe on my current car. I am in the car business and understand Mercedes does not want to take back as a Lemon because the title will be branded and it will have to be disclosed at auction and everyone who buys it. I want a new car and do not and will not re negotiate the new car price. I am not discussing price or negotiating price. I want a new car for the same price of what I currently owe because of all the problems and inconvenience I encountered."

"If Mercedes will not give me do it, give me my \$86,000 back to pay of my car and I am done with Mercedes and will go buy BMW."

The writer assured customer his comments will be documented.

Open Date: 09/29/2006 16:29:40 **Agent:** John Hart **Phone** 4669 **Note Type:** PC

Customer contacted the writer alleging "John, I got a call from Julie from Helms Brothers who advised she is looking for a car. I want to ground my car, and take care of the pay off. Tell me who is responsible for this.

The writer advised customer to be in contact with the Sales and or Service Manager regarding concerns and Trade Assist.

Open Date: 10/12/2006 14:42:28 **Agent:** TED ZAWACKI **Phone** **Note Type:** RC

SPOM reviewed with Glen Gatio and Ken (Sales person).

Ken stated he has made the deal with customer with Market team offer of 20k trade assistance.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194662 Priors: No Open Date: 09/08/2006 Status: CLS Last Update: 09/15/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Bakersfield CA [Redacted] Corres ID:

Agent: Carol Pantua Phone: 4635 Orig By: P Orig CD: HO Region: 3 Market: 5

Service Retailer: 05745 MERCEDES-BENZ OF BAK BAKERSFIELD CA Assign Agent: SOM - 29
Orig Retailer: 05745 MERCEDES-BENZ OF BAK BAKERSFIELD CA
Sell Retailer: 05745 MERCEDES-BENZ OF BAK BAKERSFIELD CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J16A [Redacted]
Mileage: 10700 Engine Number: 72290600460569
Prod Date: 11/16/2005 Warranty Start Date: 02/08/2006

Grp	Fail	Major	Minor	Rsr
68	51	2	3	03

Close Agent: BRIAN BLOKDIJK Field Closing Date: 09/15/2006
Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [Redacted], Bakersfield, CA [Redacted]
 [Redacted], Primary Residence
 [Redacted], Secondary Business
 [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/08/2006 14:50:17

Agent: Carol Pantua

Phone 4635

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 10700

Warranty Start Date: 02/08/2006

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] called and requests Buyback or vehicle replacement. Customer alleges that she brought vehicle to dlr 3 times for same concern regarding each: SRS, sunroof, and navi concerns.

Customer claims further that she is extremely dissatisfied with MB Bakersfield and since she is being asked to pick up vehicle today, she is bringing her media contact with camera crew to MB Bakersfield to do an expose on how the dlr is handling their service.

Writer advised that her concern would be documented and reviewed. Writer advised customer to speak with SM regarding her concern as well, since customer claims she has not done so already.

Writer advised customer to speak with GM of MB Bakersfield for permission, before bringing media to their privately owned company. Customer claims her attorney is supposed to call the GM. Customer did not provide attorney information, when writer asked.

Writer called and spoke with David Culbertson, GM at MB Bakersfield, to advise him of customer's concern, request, and intention to bring media to the dlr today

cc: Yvette Chang, Donna Boland

Open Date: 09/08/2006 15:07:36

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: PC

SPOM spoke with CAC rep and also left message for SM (DB) as a heads up.

Open Date: 09/15/2006 19:50:28

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SM reports that the vehicle has been repaired (seat weight sensor, ash tray, & sunroof) Vehicle delivered back to customer without incident. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194663 Priors: No Open Date: 09/08/2006 Status: CLS Last Update: 10/25/2006

Browning Contractors Inc

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: Fresno

CA [REDACTED]

Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 6 Market: 3

Service Retailer: 05141 MERCEDES-BENZ OF FRE FRESNO CA Assign Agent: SOM - 29

Orig Retailer: 05141 MERCEDES-BENZ OF FRE FRESNO CA

Sell Retailer: 05141 MERCEDES-BENZ OF FRE FRESNO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [REDACTED] Model: E500W 2005

World VIN: WDBUF70J65A [REDACTED]

Mileage: 15100 Engine Number: 11396730654671

Prod Date: 01/24/2005 Warranty Start Date: 03/19/2005

Close Agent: TONY MARTINEZ Field Closing Date: 10/25/2006

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

Involved Information

- > [REDACTED] [REDACTED]
 - [REDACTED], Primary Business
 - [REDACTED] Secondary Business
- > [REDACTED] - Driver, [REDACTED], Fresno, CA [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/08/2006 15:02:00 Agent: Patricia Murdy Phone 6394 Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 15100

Warranty Start Date: 03/19/2005

Previous CA Referrals:

Previous Summary Notes:

Customer contacted the CAC stating that his vehicle has been in the dealer 4-5 times for a fuel leak.

Customer stated it's been so terrible that the odor is in the cabin of the vehicle and makes him and his family sick. Customer stated that he's "scared to death to put anyone in the vehicle." Customer stated that he feels it's a risk every time he drives the vehicle. Customer stated that he no longer wants the vehicle and doesn't feel anyone should drive it.

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

CC: Janet Charles (Buy back requested) & Frank Berenz (Sickness due to odor)

Open Date: 09/25/2006 14:59:26 **Agent:** TONY MARTINEZ **Phone** 7613 **Note Type:** PC

The dealer 05141 Service Director spoke with the customer on 9/20/2006.

The customer advised of current concerns which include a alleged SRS light on condition. In regards to the odor concern, the customer advised that the odor has "dissipated" but that it is still "lingering". A vehicle service visit is scheduled for the week of 9/25/2006.

Will follow up with the dealer and update the referral accordingly.

Open Date: 10/11/2006 12:27:49 **Agent:** TONY MARTINEZ **Phone** 7613 **Note Type:** PC

The dealer 05141 Service Director advised that the customer's current concerns were addressed during the week of 10/2/2006.

The dealer 05141 SD will follow up with the customer and advise.

This writer will then update the referral accordingly.

Open Date: 10/16/2006 19:06:48 **Agent:** TONY MARTINEZ **Phone** 7613 **Note Type:** PC

Dealer 05141 has yet to make contact with the customer to follow up.

Dealer Service Director advised that he will attempt contact with the customer.

This writer will follow up with the dealer and update the referral accordingly.

Open Date: 10/23/2006 23:46:08 **Agent:** TONY MARTINEZ **Phone** 7613 **Note Type:** RC

The dealer 05141 Service Director advised that repairs to address the customer's concern regarding the SRS light on condition have been completed. As per the previous referral note, the customer has advised that the fuel odor has dissipated.

The dealer 05141 Service Director spoke with the customer during the week of 10/16/2006. The customer will monitor the vehicle performance and contact the dealer as necessary.

Open Date: 10/25/2006 01:30:13 **Agent:** TONY MARTINEZ **Phone** 7613 **Note Type:** RC

Service Director for dealer 05141 is Roger Lockhart.

Open Date: 10/25/2006 01:33:08 **Agent:** TONY MARTINEZ **Phone** 7613 **Note Type:** RC

As per my previous note, the service director for dealer 05141 is Roger Lockhart. He was in communication with this customer in regards to this referral.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194709 Priors: No Open Date: 09/11/2006 Status: CLS Last Update: 09/26/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Montebello CA [Redacted] Corres ID: 304697

Agent: Christine Dingler Phone: 6361 Orig By: M Orig CD: HO 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: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65JX5A [Redacted]

Mileage: 11082 Engine Number: 11294931948224

Prod Date: 11/18/2004 Warranty Start Date: 01/31/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 09/26/2006

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

Grp	Fail	Major	Minor	Rsr
68	06	2	3	08

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
858-485-9140, Primary Business
619-232-5811, Secondary Business
858-485-9961, Secondary Fax
858-485-9332, Secondary Business
- [Redacted] [Redacted] Montebello, CA [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Residence
[Redacted] Secondary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/11/2006 16:13:47

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 11082

Warranty Start Date: 01/31/2005

Previous CA Referrals:

Previous Summary Notes: 851315

Corres# 304697 Letter from atty (McGee) received by MBUSA on 9/11/06, dated 9/7/06.

Letter demanding repurchase of vehicle alleging 5 repair attempts for SRS/airbag system/seat belt buckle defects.

Writer to send acknowledgment to atty.

CC: Yvette Chang

Open Date: 09/26/2006 14:29:48

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM and SM have reviewed. SPOM has authorized repurchase due to multiple repairs for SRS concerns. SPOM to notify attorney. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194877 Priors: No Open Date: 09/15/2006 Status: CLS Last Update: 09/18/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Miami FL [Redacted] Corres ID: 305097

Agent: James Dowles Phone: 4628 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14302 MERCEDES-BENZ OF COR CORAL GABLES FL Assign Agent: SOM - 28
Orig Retailer: 14302 MERCEDES-BENZ OF COR CORAL GABLES FL
Sell Retailer: 14302 MERCEDES-BENZ OF COR CORAL GABLES FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J15A [Redacted]

Mileage: 3990 Engine Number: 11396730604210

Prod Date: 06/24/2004 Warranty Start Date: 06/25/2005

Close Agent: ANDREW KAMBICH Field Closing Date: 09/18/2006

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

Grp	Fail	Major	Minor	Rsr
54	10	3	3	08

Involved Information

- > [Redacted] - Owner, [Redacted], Miami, FL [Redacted]
- [Redacted] Primary Business
- [Redacted] Secondary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Business
- [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/15/2006 14:47:10

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 3990

Warranty Start Date: 06/25/2005

Previous CA Referrals:

Previous Summary Notes: 622556, 1385131

[REDACTED] sent letter seeking technical assistance with alleged "no start," situation.

Customer claims vehicle has been at dealer since September 2nd.

Customer references issues with transmission ("shifting problems... bumping very hard on downshifts...." and electrical system (no start situation).

See warranty history.

Letter dated 9/12/06

Mailed 9/12/06

Received by CR dept 9/15/06

Customer seeking technical assistance.

Open Date: 09/15/2006 14:48:10

Agent: James Dowles

Phone 4628

Note Type: PC

Mailgram:

September 15, 2006

[REDACTED]
Miami, FL [REDACTED]

Subject:Model:2005 E500W

VIN:WDBUF70J15A [REDACTED]

Dear [REDACTED]:

Thank you for your recent letter to the Mercedes-Benz Customer Assistance Center.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

James D.

Customer Relations Liaison

Corr: 305097

Referral: 194877

Open Date: 09/18/2006 16:04:31

Agent: ANDREW KAMBICH

Phone

Note Type: RC

Please see the following notes as provided by the SM at 14302. Please also note that SM did contact client again this date to advise client that dealer and MB will continue to honor warranty. Client inquired about possible trade, dealer advised client that same would be review, however no promises made.

GM Mr. Greg Barnes received a letter last week while [REDACTED] car was here. Greg said the letter is well written and professional. [REDACTED] states he doesn't want this vehicle any longer.

[REDACTED] vehicle was here for a no start issue at times. You had to play with the ignition to get it started. We replaced the EIS to resolve the no start issue but we noticed the tip-start wasn't working after installing the EIS. We replaced the ME control unit to resolve the no tip-start issue. The SRS light was on after replacing the EIS. The EIS would not accept the vin#. We called TAC (#566304) and they recommended replacing the EIS again. We installed the second EIS and that resolved the problem. [REDACTED] picked up his car on Sept. 14th; unfortunately, the car had been here since Sept. 2nd. The vehicle has been here 3 times, different issues for a total of 20 days.

I spoke to [REDACTED] with regards to the letter. He doesn't want the car. We were going to see if he was interested in a trade but he doesn't want another MB. He wants MB to buy back the vehicle. Greg and I spoke Friday, we agreed that I would call him today and let him know that we are going to honor the terms of the new car warranty

7/16/2010

Customer Assistance Referral

CA Ref ID: 194955 Priors: No Open Date: 09/19/2006 Status: CLS Last Update: 10/10/2006
Image Industries

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Huntley

IL [REDACTED]

Corres ID:

Agent: Cathleen Dunne Phone: 6258 Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22121 MERCEDES-BENZ OF HOF HOFFMAN ESTA IL Assign Agent: SOM - 29

Orig Retailer: 22121 MERCEDES-BENZ OF HOF HOFFMAN ESTA IL

Sell Retailer: 22121 MERCEDES-BENZ OF HOF HOFFMAN ESTA IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [REDACTED] Model: E320W4 2005

World VIN: WDBUF82J25X [REDACTED]

Mileage: 31000 Engine Number: 11295431951885

Prod Date: 11/29/2004 Warranty Start Date: 12/24/2004

Close Agent: DONALD YOAKEM Field Closing Date: 10/10/2006

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

Grp	Fail	Major	Minor	Rsr
54	53	2	3	08

Involved Information

- [REDACTED] - Driver, [REDACTED], Crystal Lake, IL [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
- Image Industries Inc - L, [REDACTED] Huntley, IL [REDACTED]
 - [REDACTED] Primary Business
 - [REDACTED] Primary Business
 - [REDACTED] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/19/2006 11:33:18

Agent: Cathleen Dunne

Phone 6258

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 31000

Warranty Start Date: 12/24/2004

Previous CA Referrals:

Previous Summary Notes:

Customer called claiming that he has had his vehicle in to the dealership (Mercedes Benz of Hoffman Estates) 6 times for an alleged SRS light issue.

Customer claims he would like to continue purchasing Mercedes Benz in the future and would like this issue resolved once and for all. Customer will be contacting the dealership to take the vehicle in for this repair.

Customer is seeking technical assistance at this point in time.

Writer advised customer that his comments would be documented and forwarded to the appropriate parties for review.

Customer left message with customer if he would like the vehicle towed to call us back and that we recommend towing the vehicle in.

Customer declined a tow and said he would be in contact with the dealership.

Open Date: 10/10/2006 15:29:47

Agent: DONALD YOAKEM

Phone 7424

Note Type: RC

SPOM has contacted the dealer service mgr. - Jason Ehert. Service Mgr. reports that the vehicle has been repaired and returned to the customer - [REDACTED] on 09/27/06. Service manager has left several voice mail messages for Mr. Hobson to follow up on the repairs but has not heard back from the customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 194982 Priors: Cus Open Date: 09/19/2006 Status: CLS Last Update: 10/19/2006

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

City: San Diego CA [Redacted] Corres ID: 305172

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA Assign Agent: SOM - 26
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: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J76A [Redacted]

Mileage: 8669 Engine Number: 27296430122804

Prod Date: 06/30/2005 Warranty Start Date: 08/18/2005

Close Agent: RON REYNOLDS Field Closing Date: 10/19/2006

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

Grp	Fail	Major	Minor	Rsr
27	52	2	3	08

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
858-485-9140, Primary Business
619-232-5811, Secondary Business
858-485-9961, Secondary Fax
858-485-9332, Secondary Business
- [Redacted], [Redacted], Sherman Oaks, CA [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/19/2006 17:20:33

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 8669

Warranty Start Date: 08/18/2005

Previous CA Referrals: 118933, 142299, 142506, 142608, 142653, 145163, 145316, 146459, 147892, 150082, 151901, 152118, 152341, 152355, 152691, 153394, 153472, 153638, 155387, 155826, 155843, 155921, 157134, 157272, 157378

Previous Summary Notes: 202400, 429539, 620994, 670213, 674085, 861353, 877440, 890540, 898084, 1144230, 1154732, 1307707, 1385225

The writer was assigned correspondence 305172 from attorney William R. McGee and is quoted verbatim:

"Please be advised that this law firm has been retained by [REDACTED] to enforce his legal rights regarding the lease of the above identified vehicle..."

[REDACTED] anticipation and excitement, however, turned to disappointment and frustration due to numerous unsuccessful repair attempts which have substantially impaired the vehicle to him....this is not what [REDACTED] was promised nor bargained for when he leased his new 2006 E350".

"The subject vehicle has suffered from a serious defect and nonconformity to warranty, including but not limited to, 5 separate repair attempts for the transmission, 1 repair attempt for SRS defects, and 1 repair attempt for brake caliper leakage and failure".

"...make restitution to him pursuant to the Song-Beverly Consumer Warranty Act, CA Civil Code Sections 1790 et seq..."

"If I do not hear from you by October 11, 2006, I shall assume MB of North America is denying its obligations under the law and [REDACTED] will be left with no choice but to initiate legal proceedings".

CC: Y. Chang

Attorney Mailgram Drafted

Open Date: 09/19/2006 17:27:34

Agent: John Hart

Phone 4669

Note Type: PC

Attorney Mailgram:

September 19, 2006

Mr. William Mc Gee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

Subject:Client: [REDACTED]
Model:2006 E350W
VIN:WDBUF56J76A [REDACTED]

Dear Mr. Mc Gee:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

John H.
Customer Relations Liaison

Corr: 305172
Referral: 194982

Open Date: 09/19/2006 21:25:20

Agent: RON REYNOLDS

Phone

Note Type: PC

9/19/06 SPOM SENT VIN HISTORY TO DLR MGR (PT) FOR DOWNTIME.(RR)

Open Date: 10/16/2006 12:13:19
Corres # 307129

Agent: Christine Dingler

Phone 6361

Note Type: PC

The following e-mail sent to SPOM Ron Reynolds, cc'd Yvette Chang:
Hi Ron,

We received the following. Is there any action required by the CAC as this point? Please let me know!

(attached scanned document)

Thanks,
Christine Dingler
Customer Relations Liaison

Open Date: 10/19/2006 14:43:21

Agent: RON REYNOLDS

Phone

Note Type: RC

10/19/06 SPOM COMPLETED REPAIR HISTORY REVIEW,MBUSA WILL REPURCHASE VEHICLE,DLR (BT) WILL CONTACT CS ATTY AND OBTAIN BB DOCS,(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 195270 Priors: Both Open Date: 10/02/2006 Status: CLS Last Update: 10/09/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Jonesboro AR [Redacted] Corres ID:

Agent: Honora Duffy Phone: 6307 Orig By: P Orig CD: H0 Region: 2 Market: 3

Service Retailer: 74320 MERCEDES-BENZ OF MEM MEMPHIS TN Assign Agent: SOM - 31
Orig Retailer: 74320 MERCEDES-BENZ OF MEM MEMPHIS TN
Sell Retailer: 74320 MERCEDES-BENZ OF MEM MEMPHIS TN

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J56A [Redacted]
Mileage: 4282 Engine Number: 27296430066786
Prod Date: 03/31/2005 Warranty Start Date: 11/28/2005

Grp	Fail	Major	Minor	Rsr
68	73	2	2	14

Close Agent: MIKE WYLIE Field Closing Date: 10/09/2006
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], AR [Redacted]
[Redacted] Primary Business
- [Redacted], Secondary Business
- > [Redacted] - Driver, [Redacted], Jonesboro, AR [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/02/2006 11:00:38

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 4282

Warranty Start Date: 11/28/2005

Previous CA Referrals:

Previous Summary Notes: 1380164

See former Sum Note - in response [REDACTED] called this morning asking for my E mail address - would not discuss what she was sending me.

I received below from her via E mail:

Honora D. Customer Relations Liaison

I have received your response to my letter listing my concerns on my car and the multiple problems and the response of my dealer ,my car (model E350W serial WDBUF56156A [REDACTED] two weeks ago came up again with the notification "SRS Restraint system malfunction drive to work shop" my car now has 5050 miles on it and if you will check my last correspondent, more malfunctions that I can list again....

I call my dealer immediately and left a message on Wes Burrows voice mail about this message coming up AGAIN and the fact that it has been in the shop the month before for the same messageand that I had reached a level of displeasure with the Constance malfunction of this vehicle....remember I live 80 miles from the Memphis dealership and have to devote a day every time I have a problemI have NOT heard back from the dealership and am as you so aptly put it "diminished faith" would be nice description of the feeling I am having....

PLEASE HELP RESOLVE THIS PROBLEM CAR.....I have not had to plug in the auxiliary battery they furnished since it was in to be "rewired" last time so there goes the theory that I was not driving enoughone of the many lame excuses, I have been told.... being put in a position of Constance complaining is not a role I enjoy and seems to have no results do you have any suggestions....

Barbara Martin
2102 Crafts Dr.
Jonesboro, Ar. 72401
Phone 870-935-2481

I called Wes Burrow & then forwarded the E mail to Ed Hoefl & Wes (cc Mark Kelly - FYI):

Ed:

[REDACTED] sent below (see bottom) E mail in response to my prior letter to her:

As you can see, customer claims she called dealer several weeks ago. I contacted Wes & am forwarding this to him as well - his BDC people tried to contact customer without success; he will personally call [REDACTED] & handle.

At this point, because of the SRS malfunction light being on, I'm going to enter a Referral for documentation purposes in case she decides to pursue legal avenues.

Thanks!

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

I responded back to customer:

Dear [REDACTED]

Thank you for E mail

I thank you for E mail.

We regret to hear of your concerns, but seek your understanding that, at this distance, it is difficult for this office to comment on the events described or offer technical diagnostics via E mail.

Since Mercedes-Benz of Memphis and our Jacksonville Region have full authority to address matters of this nature on behalf of Mercedes-Benz USA, LLC, your E mail has been forwarded to Wes Burrow and our regional market team for review/handling on a local level; you may expect further contact shortly - if not already.

Sincerely,

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

Open Date: 10/02/2006 14:41:38 **Agent:** EDWARD HOEFL **Phone** **Note Type:** PC
Writer will follow-up with SM regarding customer concern.

Open Date: 10/02/2006 18:24:29 **Agent:** EDWARD HOEFL **Phone** **Note Type:** PC
Writer received the following email from SM.

Ed,

I spoke to [REDACTED] and made her an appointment for the day after tomorrow, along with a loaner. She will drive the car in for us to test the SRS system.

Wes

Open Date: 10/09/2006 12:21:31 **Agent:** EDWARD HOEFL **Phone** **Note Type:** RC
Writer received the following email update from SM regarding customer's concern:

Replaced airbag contact coil on 10/4/06. Car fixed. Customer satisfied.

Wes

Wes Burrow
Service Manager
Mercedes-Benz of Memphis

7/16/2010

Customer Assistance Referral

CA Ref ID: 195463 Priors: Both Open Date: 10/06/2006 Status: CLS Last Update: 10/10/2006

Address: [Redacted]

Title:
Phone: 305-992-6149 Mobile

City: Doral FL [Redacted] Corres ID:

Agent: Mark Sluscavage Phone: 6234 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14302 MERCEDES-BENZ OF COR CORAL GABLES FL Assign Agent: SOM - 28
Orig Retailer: 14302 MERCEDES-BENZ OF COR CORAL GABLES FL
Sell Retailer: 14302 MERCEDES-BENZ OF COR CORAL GABLES FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56JX6A [Redacted]
Mileage: 10086 Engine Number: 27296430244370
Prod Date: 11/15/2005 Warranty Start Date: 12/21/2005

Grp	Fail	Major	Minor	Rsr
68	73	2	3	04

Close Agent: ANDREW KAMBICH Field Closing Date: 10/10/2006
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - L, [Redacted], Doral, FL [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Mobile
- [Redacted] Secondary Residence
- [Redacted], Secondary Business
- [Redacted], Expired Residence
- [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/06/2006 21:23:29

Agent: Mark Sluscavage

Phone 6234

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 10,086

Warranty Start Date: 12/21/2005

Previous CA Referrals: 193578

Previous Summary Notes: 1049519, 1137804, 1210894, 1324777, 1401273, 1418813

[REDACTED] phoned the CAC via TeleAid seeking RAP assistance and claiming the vehicle is displaying 'SRS Malfunction.'

Customer claimed, "I want to invoke the lemon law. This car has been at the dealer seven or eight times in the last six months. I am extremely upset at the quality of this car and I do not trust the dealer to give me a straight answer."

Customer claimed, "the transmission is still jerking badly. I was told there was a flash update from September 6th, but I do not trust that this is good information. I have just had it with how bad this car is. I bought a Mercedes-Benz for the safety and quality, and most of the time I've had to drive a PT Cruiser because the dealer will not give me a loaner!"

Customer demanded to know what has caused the SRS malfunction, and writer advised it is impossible to diagnose at this distance.

Customer demanded writer's supervisor. Writer respectfully declined.

Customer demanded the "number to the president of Mercedes-Benz." Writer provided 201 573 0600.

Vehicle will be towed to Bill Ussery on Saturday, Oct. 7 at about 8:00am.

cc: Mark Kelly

Open Date: 10/09/2006 11:46:39

Agent: ANDREW KAMBICH

Phone

Note Type: PC

Spom reviewing with dealer.

Open Date: 10/10/2006 11:49:12

Agent: ANDREW KAMBICH

Phone

Note Type: RC

Spom reviewed with dealer. Dealer performed DTB repairs to the vehicle involving the steering column ECU. The vehicle has been repaired and returned to the client.

7/16/2010

Customer Assistance Referral

CA Ref ID: 195499 Priors: Both Open Date: 10/09/2006 Status: CLS Last Update: 11/16/2006

Rob's Interiors Inc

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: West Palm Beach FL [REDACTED]

Corres ID: 306805

Agent: Lois Grillo Phone: 4627 Orig By: E Orig CD: HO Region: 2 Market: 4

Service Retailer: 14135 MERCEDES-BENZ OF PAL WEST PALM BE FL Assign Agent: SOM - 26

Orig Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL

Sell Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [REDACTED] Model: E500W 2006

World VIN: WDBUF70J66A [REDACTED]

Mileage: 13212 Engine Number: 11396730721458

Prod Date: 10/28/2005 Warranty Start Date: 12/27/2005

Close Agent: ALAN BAKER Field Closing Date: 11/16/2006

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

Involved Information

- > [REDACTED] [REDACTED] West Palm Beach, FL [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
- > [REDACTED] - Driver, [REDACTED] West Palm Beach, FL [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED] Secondary Business
- > [REDACTED] - Driver, [REDACTED], West Palm Beach, FL [REDACTED]
 - [REDACTED] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/09/2006 19:54:39

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 13212

Warranty Start Date: 12/27/2005

Previous CA Referrals: 189702

Previous Summary Notes:

Customers, [REDACTED], sent an internet to Paul Juron at MBUSA requesting MBUSA technical assistance and involvement with on-going issue with the vehicle. Customers alleges that the transmission does not work right. (see internet below).

Dear Mr. Juron:

This correspondence resulted from a service experience survey we recently received.

On December 27, 2005 we purchased our first new Mercedes-Benz (E500) from the Palm Beach dealership. The sales experience was outstanding, the service experience is deplorable.

Unfortunately, the car has not and does not perform well. The malfunction began at approximately 900 miles when the transmission began to shift improperly. More disappointing is the lack of care and concern by the service department.

When the car is ready for pick-up we have had to "beg" for an explanation of the service performed. On my 9.15.2006 service visit, when asked by our service advisor if the car needed any other repairs than the SRS system failure the reply was "the transmission still does not work properly". That comment was never acknowledged nor was the comment on the service order. The perfect example of once the sale is made it just doesn't matter.

On another service pick-up we were not out of the parking lot when the car duplicated the initial complaint. Prior to this we had requested a new transmission. The next day Gus and Jason rode with us. The car duplicated the problem and a new transmission was installed. At this dealership the customer's opinion is not valued nor heard.

This car was a "milestone gift" to my wife as she completed over a year in treatment for cancer and five surgeries. We really love the car but did not sign up for the stress factor nor the rudeness of the service staff.

Please consider this question; how valued am I when my "new" car is in for the 5th time, same problem and the dealership believes it is ok if I drive away in a Kia Rio as a loaner? The keys to the loaner/rental were returned, the service manager made no attempt to locate another car. That action spoke very loudly to us. We could give you more examples of the level of service or lack thereof but will stop.

Please remember that a customer trying to get someone to listen and help resolve a problem is an opportunity to assist that customer remain a customer. We do not complain if we are not looking for help and resolution. We love the car.

If you get to this line, thank you for taking the time to read this. Our goal was to be as happy in service as it was in service with plans to purchase another car (\$550) in January of 2007. This is not what we expected.

We look forward to hearing from you.

Most sincerely,

[REDACTED]

Rob's Interiors, Inc.

Open Date: 10/10/2006 08:39:05

Agent: Lois Grillo

Phone 4627

Note Type: PC

Dear [REDACTED]

Thank you for your recent Internet message to Paul Juron.

Arrangements have been made for your concerns to be reviewed on a local level; you may expect further contact shortly, if not already.

Sincerely,
Lois G
Customer Relations

Open Date: 10/12/2006 13:26:33 **Agent:** ALAN BAKER **Phone** **Note Type:** PC

Retrieved for review. Dealer advised to contact owner and invite to dealer for test drive with dealer management. If condition is not verified or if condition is considered normal operation, owner should not leave car.

There is a pending legal (lemon law) case on with this customer.

Open Date: 11/01/2006 09:20:13 **Agent:** ALAN BAKER **Phone** **Note Type:** RC

Dealer has made multiple attempts to reach owner without any return contact. MB local attorney has advised this lemon law case is scheduled for hearing November 9th.

Open Date: 11/01/2006 10:28:43 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Writer spoke with SPOM who advises that customer has an arbitration case scheduled for 11-09-06.

Open Date: 11/01/2006 16:17:34 **Agent:** ALAN BAKER **Phone** **Note Type:** SN

Status change FLD to HLD by ALAN BAKER.

Open Date: 11/16/2006 09:13:45 **Agent:** ALAN BAKER **Phone** **Note Type:** RC

Results of lemon hearing: Decision for the manufacturer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 195613 Priors: No Open Date: 10/12/2006 Status: CLS Last Update: 11/03/2006

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

City: Rye NY [Redacted] Corres ID:

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

Service Retailer: 55116 MERCEDES-BENZ OF LAR LARCHMONT NY Assign Agent: SOM - 24
 Orig Retailer: 55116 MERCEDES-BENZ OF LAR LARCHMONT NY
 Sell Retailer: 55116 MERCEDES-BENZ OF LAR LARCHMONT NY
 Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110761A [Redacted] Model: E55 2006
 World VIN: WDBUF76J26A [Redacted]
 Mileage: 8520 Engine Number: 11399060046050
 Prod Date: 07/20/2005 Warranty Start Date: 03/08/2006

Close Agent: BODO BALTYCKI Field Closing Date: 11/03/2006
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 10/12/2006 15:37:53

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 8512

Warranty Start Date: 03/08/2006

Previous CA Referrals:

Previous Summary Notes: 986991, 1162632, 1301116, 1360253

Writer contacted [REDACTED] on behalf of Paul Juron. (Customer sent Email to Paul's' direct Email requesting a return telephone call.)

[REDACTED] claims that he has owned 6 Mercedes-Benz vehicles in the past 5 years, and even though he has had issues with the last two, he has continued to stay faithful to the brand. Customer claims this vehicle is only 8 months old, and it has already been back to the dealership 7 times for duplicate issues, and has been there for an accumulated time of about one month.

Customer claims the vehicle continuously pulls to the right, the air conditioning still has a moldy smell; however, now it throws a puff of Febreze in his face when he turns it on. He claims AM for the radio will not appear in the instrument cluster so he can change the stations via the steering wheel, and the SRS light came on recently.

[REDACTED] stated that he does not want this vehicle anymore and he does not want another E55 since the "bugs" have not been worked out of them.

Customer demands to be given a new E63 however, does not want to pay the difference in price because he claims he has been paying for his current car and could not use it. [REDACTED] stated that if this is not done, he just wants his money back and he will buy another 63 anyway. He claims he is loyal to the brand and demands to get out of this car.

cc: Anthony Zepf

Open Date: 10/26/2006 16:13:46

Agent: JOSEPH GALLAGHER

Phone

Note Type: SN

Writer has met with customer and discussed his concerns. Customer stated that he really wants an E63 and not happy with this vehicle. Writer advised customer that he is aware of the customers buying history and that he is a loyal customer. Writer made offer that customer come up with some money based on his vehicle usage and price increase between the E55 and E63. This was presented to customer by GSM who stated that customer declined offer. Writer further reviewing concerns and doesnt believe that he qualifies.

Open Date: 10/30/2006 10:09:41

Agent: William Maher

Phone 6250

Note Type: SN

Writer received letter from Sergei Lemberg Esq., claiming that he represents [REDACTED].

Attorney claims that MBUSA has violated several statutes of the law. Attorney also states "Because of the incurable problems outlined above, my client revokes his acceptance of the vehicle. Because my client is canceling his lease, he is entitled to a return of all money paid so far, including his down payment, amount of payments thus far, finance charges, and other fees. My client is also entitled to incidental and consequential damages, costs, and attorney fees."

Attorney claims that if he doesn't receive an answer by November 10, 2006, he will proceed in court.

Open Date: 11/03/2006 14:22:05

Agent: JOSEPH GALLAGHER

Phone

Note Type: RC

Writer reviewed customer history and provided information to MB attorney, Gail Slaughter. Writer advised Gail of the concerns and down days. Writer also indicated that an offer was made to [REDACTED] regarding a E63 however he declined offer (pay difference in price between his E55 and the new E63). Writer advised Gail that MB should decline acceptance of his lemon law claim. Vehicle is repaired.

7/16/2010

Customer Assistance Referral

CA Ref ID: 195834 Priors: No Open Date: 10/19/2006 Status: CLS Last Update: 11/28/2006

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

City: Glendale CA [Redacted] Corres ID:

Agent: Kathleen Durning Phone: 4633 Orig By: S 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: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J76A [Redacted]
Mileage: 10000 Engine Number: 27296430064417
Prod Date: 03/22/2005 Warranty Start Date: 06/24/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 11/28/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 10/19/2006 14:44:40 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 10000
Warranty Start Date: 06/24/2005
Previous CA Referrals:

Previous Summary Notes: 1335833, 1426114

Customer states that she is still experiencing issues with the SRS light intermittently coming on and stated that she had an accident with the vehicle and the airbags did not deploy. Allegedly the dealer informed the customer that the SRS issue is due to the accident but she stated that she did not believe that to be the case since this light had been coming on and off since she purchased the vehicle.

Customer is also concerned about the brake noise she is experiencing even after the dealership has inspected it for this concern.

Customer is requesting technical assistance to resolve these two issues.

Open Date: 10/26/2006 16:18:55 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN

As per CARFAX vehicle was in the accident on about 10/12/05. Assuming that the vehicle has already been repaired it will be impossible to tell why air bags did not deploy. Vehicle has had two SRS concerns and one seat weight sensor calibration performed.

SM (Glenn) will contact customer to see if SRS issues exist.

Open Date: 11/01/2006 13:09:03 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN

SM (Glenn M) reports that he left a message for customer at 10:45 am on 10/30. Customer left Glenn a message who will return her call this afternoon.

Open Date: 11/14/2006 12:52:55 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN

SM (Glenn) spoke to customer who is requesting a technical inspection of her vehicle. Customer was informed by Glenn that we will not be able to determine why her air bags did not deploy in her accident as it happed sometime ago and the car has already been repaired.

Shop foreman and possibly TS will inspect vehicle at a date yet to be determined.

Open Date: 11/22/2006 12:59:10 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN

TS inspection scheduled for 11/27 or 11/28.

Open Date: 11/22/2006 13:21:20 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN

Status change FLD to HLD by BRIAN BLOKDIJK.

Open Date: 11/28/2006 12:43:15 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC

SM (Glenn M) reports that customer did not show up for scheduled (11/28) TS inspection for the SRS concern. SM stated that customer last reported SRS light had allegedly been on back in September. No further action required at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196085 Priors: No Open Date: 10/27/2006 Status: CLS Last Update: 11/16/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Anaheim Hills CA [Redacted] Corres ID:

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 3 Market: 3

Service Retailer:05759	MERCEDES-BENZ OF ANA	ANAHEIM	CA	Assign Agent: SOM - 28
Orig Retailer: 05759	MERCEDES-BENZ OF ANA	ANAHEIM	CA	
Sell Retailer: 05759	MERCEDES-BENZ OF ANA	ANAHEIM	CA	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2110821X [Redacted]	Model: E320W4	2005
World VIN: WDBUF82J65X [Redacted]		
Mileage: 24576	Engine Number: 11295431955197	
Prod Date: 12/10/2004	Warranty Start Date: 03/11/2005	

Close Agent: BRIAN BLOKDIJK	Field Closing Date: 11/16/2006		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

>	[Redacted] - Owner,	[Redacted] Anaheim Hills, CA [Redacted]
	[Redacted],	Primary Residence
	[Redacted],	Secondary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Mobile
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/27/2006 16:12:44 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC
Primary Phone: [REDACTED] or [REDACTED]
Contact name: [REDACTED]
Current Mileage: 24576
Warranty Start Date: 03/11/2005
Previous CA Referrals: None

Previous Summary Notes: 1036706

[REDACTED] called the CAC.

Customer is "uncomfortable" with the vehicle and may pursue Lemon Law.

Customer alleges 4 attempts to repair SRS system. Customer claims that light is on again and dealer has arranged for vehicle to be brought to the dealership at 5 PM tonight.

Writer apologized for customer's inconvenience and advised that issue would be reviewed locally with SM of dealer providing updates to status of the review.

Open Date: 10/29/2006 11:49:59 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
SPOM emailed SM for info on customer.

Open Date: 10/30/2006 23:47:18 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
Hi Brian,

This client brought the vehicle in and we are in process of repairing. Please note the VIN and model are in error when compared to the SUM note.

Thanks,

Chris

Tag: T373A RO: 446174 SA: 914 Lot Location:
Customer Name: [REDACTED] Open Time: 27OCT06 17:32
Bus. Phone: [REDACTED] Promise Time: 28OCT06 17:00
Vehicle: 05 211082 Est. Compl. Time: 30OCT06 10:54
Pmt: CASH Wait: N Appt: Y Sldr: Y Spec: N Rent: N Prio: 2811
VEHICLE INFORMATION
CUST: 154881 VEHID: 5X179338 STK TYP: NEW
NAME2: [REDACTED] SERIAL: WDBUF82J65X [REDACTED] STK NO: 54808
ADDR: [REDACTED] LICENSE: [REDACTED] DELIVERED: 11MAR05
ANAHEIM HILLS, CA STICKER: 54808 IN SERVICE: 11MAR05
HOME: [REDACTED] MILEAGE: 33556 PRODUCED: 10DEC04
BUS.: [REDACTED] ENGINE: 112954-31-9551 WAR EXP: 11MAR09
AXLE: 744/131 DLR CODE: 05759
TRANSMISSION: 211082-1X-1793 SLSMAN: 857
1 JOHN CELL 714-679-6245

Open Date: 11/01/2006 20:12:01 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
SPOM spoke to SM (Mike D) regarding customer. SM reports that vehicle is repaired and ready for pick up. SPOM has authorized SM to offer lease payment(s) as customer retention for the SRS issues in the vehicle and state the factory will be happy to re-review her concerns should the SRS issue reappear.

Mike D will call customer and advise SPOM of her position

Open Date: 11/16/2006 18:24:08 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC
SPOM and SM (Mike D) have reviewed and SPOM will repurchase vehicle. SM will notify customer this afternoon of decision. Repurchase process to continue. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196143 Priors: No Open Date: 10/31/2006 Status: CLS Last Update: 11/01/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Glendale CA [Redacted] Corres ID: 308228

Agent: Nicole Shababb Phone: 4619 Orig By: M Orig CD: HO 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: 2110561A [Redacted]	Model: E350W	2006
World VIN: WDBUF56J56A [Redacted]		
Mileage: 17760	Engine Number: 27296430115738	
Prod Date: 06/24/2005	Warranty Start Date: 10/14/2005	

Close Agent: BRIAN BLOKDIJK	Field Closing Date: 11/01/2006
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

- > [Redacted], Glendale, CA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence
- > [Redacted] - Representative, [Redacted], Woodland Hills, CA [Redacted]
 - Primary Business
 - Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 10/31/2006 14:44:22

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 17760

Warranty Start Date: 10/14/2005

Previous CA Referrals: None

Previous Summary Notes: 976882, 1075612

CORR # 308228

[REDACTED], sent a letter to the CAC on behalf of his client [REDACTED], dated 10/21/06 and received by the CAC on 10/27. Letter was sent certified mail.

Attorney alleging the customer has "returned the vehicle to authorized Mercedes-Benz dealers on four separate occasions for various nonconformities." Attorney claims to date the vehicle "remains defective." Attorney alleges the vehicle's "transmission and SRS system are not operating properly even though my client has provided Mercedes more than enough opportunities to conform the vehicle."

Attorney is demanding that his client's vehicle be repurchased.

Attorney acknowledgement to be sent.

Open Date: 11/01/2006 13:44:54

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM has reviewed the case and will repurchase vehicle due to transmission repairs and SRS concerns. SPOM to notify attorney via fax. Referral to be closed at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196196 Priors: Both Open Date: 11/02/2006 Status: CLS Last Update: 11/16/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Magnolia TX [Redacted] Corres ID: 308700

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 6 Market: 7

Service Retailer: 75117	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		

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J55A [Redacted]		
Mileage: 23000	Engine Number: 11294931924777	
Prod Date: 10/08/2004	Warranty Start Date: 11/10/2004	

Close Agent: FRANK OSWALD	Field Closing Date: 11/16/2006
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

>	[Redacted], [Redacted], Magnolia, TX [Redacted]
	[Redacted], Primary Residence
	[Redacted], Secondary Residence
	[Redacted], Secondary Mobile
	[Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/02/2006 11:49:57

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Primary Phone: [REDACTED]

Contact name: Doug Kramer

Current Mileage: 23000

Warranty Start Date: 11/10/2004

Previous CA Referrals: None

Previous Summary Notes: 1454814

E-mail: [REDACTED]

Customer sent the following e-mail received by the CAC on 11/2/06.

Comments

As Mercedes so effectively markets, I spent many years working toward the ultimate rewards of success. A Mercedes clearly fit the bill. Now that I reached that point in my life, some things are not what I had hoped. My greatest disappointment... My wife's Mercedes. We have had it for two years, bought new. It has been in repetitively for the same things, the SRS (3 times), an unidentified suspension problem (3 times) among other things. These issues still persist. My new material goals: to replace my Mercedes with a BMW or Lexus. Thanks for reminding me that material things are just that, material things. Sincerely, [REDACTED]

Writer called customer in reference to his e-mail, he stated that there is a rattle in the steering wheel and a thumping under the floorboard and alleges that the dealership can not resolve. Additionally, he states that the SRS light is on again. Per customer, the vehicle was taken to the dealership this morning.

Customer seeking MBUSA technical assistance.

Open Date: 11/13/2006 16:56:51

Agent: FRANK OSWALD

Phone

Note Type: SN

dealer to review and advise. Tech assistance available through TAC.

Open Date: 11/16/2006 11:34:19

Agent: FRANK OSWALD

Phone

Note Type: RC

customer brought car in on 11/3, dealer has addressed all concerns per service manager, and returned to customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196271 Priors: No Open Date: 11/06/2006 Status: CLS Last Update: 12/11/2006

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

City: Palos Verdes Peninsu CA [Redacted] Corres ID:

Agent: Lois Grillo Phone: 4627 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer:00333 L.A. RGN Assign Agent: SOM - 24

Orig Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J26A [Redacted]

Mileage: 3600 Engine Number: 27296430352052

Prod Date: 03/28/2006 Warranty Start Date: 07/16/2006

Close Agent: ED CONNER Field Closing Date: 12/11/2006

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

Involved Information

>	[Redacted]	[Redacted], Palos Verdes Peninsu, CA [Redacted]
	[Redacted]	Primary Residence
	[Redacted]	Secondary Business
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/06/2006 12:20:33

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 3600

Warranty Start Date: 07/16/2006

Previous CA Referrals: None

Previous Summary Notes: None

Customer alleges non-deployment of airbags & seat belt tensioner devices.

When did the incident occur?

11/04/06 about 3 AM.

Driver's name and name of occupants:

Driver: [REDACTED]: Front passenger: Vicki Peineda; Rear passenger side passenger: unknown female.

Where did the alleged incident occur?

Harbor City, CA

Were there passengers?

Front passenger and rear passenger-side passenger.

Was anyone injured?

Driver alleges he is bruised and sprained his ankle; allegedly front passenger bruised her chest and hit her leg on the dashboard.

Were seatbelts worn?

Alleges driver and passengers were wearing seat belts.

Where is the vehicle located now?

7th Street Tow, 1615 Maurentania St., Los Angeles, CA 90744; 310-856-1980.

Address, Phone and Contact person at Body Shop:

Vehicle was impounded and towed the above location.

Police Report?

Yes, customer states that he will send to MBUSA.

Insurance Information:

Customer indicates that he has contacted his insurance company.

Can customer forward photos to CAC?

Yes, customer states that he took photos & will forward with Police Report to the CAC.

Customer alleges the following information. He claims that he was traveling through an intersection when another vehicle (Honda) made a left at the intersection and the vehicles were involved in a head on collision. Customer alleges that both he and his front passenger were brought to the hospital and treated in the emergency room and have gone to their private doctors. Customer states that the rear passenger was not injured.

Customer alleges that the seat belts did not lock up during the collision and that he slide forward. Customer alleges that the front passenger was sleeping and her seat was slightly reclined and that upon impact she slide forward hitting her leg on the glove compartment and the sunglass compartment on the dashboard.

Customer alleges that Tele aid SOS system did not come on and he attempted to reach Tele aid but it did not connect; however, a passerby called police. (Note: Write called ATX (Russ) who advised that this is not an active account; ATX never received an agreement.)

Writer stated that customer comments would be noted.

Open Date: 11/07/2006 10:20:17

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Lois,

If the vehicle is impounded we will not be allowed to inspect. I would suggest we first review the photos that the customer agreed to provide along with the PAR and then make a decision if further investigation is necessary.

Thanks,

Gary

Open Date: 11/09/2006 12:04:46

Agent: Lois Grillo

Phone 4627

Note Type: SN

spoke with customer this date and he advises that the vehicle is currently at an authorized MB dealer/body shop of repair and someone contacted to advise that they will inspect the car.

Open Date: 11/13/2006 12:03:48 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Corres #309357

Customer sent 16 photographs of his vehicle and letter dated 11-09-06 claiming that the air bags should have gone off and the "seat belts should have held better". Corres sent via FedEx (858348521572, recieved in CAC 11/10/06).

Writer will forward letter/photos to Gary Bowne & SPOM. Writer sent corres/photos to G Bowne, H Villegas, etc.

Open Date: 11/13/2006 14:03:16 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

At customer request, writer called customer an acknowledged receipt of the photographs.

Open Date: 11/14/2006 15:18:43 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Mario,

Please assign a TS to inspect.

Thanks,

Gary

Open Date: 11/20/2006 13:49:08 **Agent:** Mario Haro **Phone** 7520 **Note Type:** SN

Case assigned to TS Marc Mosseri

HL Mario

Open Date: 12/04/2006 16:20:37 **Agent:** Marc Mosseri **Phone** 7527 **Note Type:** SN

11/27/06 TS was not able locate vehicle. TS had left message at Business phone. Client called back 12/1 and provided new contact info Y&S Auto Body 24720 Crenshaw Blvd. Torrance, CA 90505. 310-530-5515.

Open Date: 12/08/2006 13:55:38 **Agent:** Patricia Murdy **Phone** 6394 **Note Type:** SN

This referral should've been transferred to Brian Bae. Writer will forward him the info.

Open Date: 12/08/2006 16:06:55 **Agent:** BRIAN BAE **Phone** **Note Type:** RC

Per TS Marc Mosseri, vehicle was inspected on 12/08/06 and report has been completed and is being sent to Legal Department.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196427 Priors: No Open Date: 11/10/2006 Status: CLS Last Update: 11/15/2006

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

City: Glendale CA [Redacted] Corres ID:

Agent: Paul Harmon Phone: 7831 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05139 RUSNAK/ARCADIA PASADENA CA Assign Agent: SOM - 26
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: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X46A [Redacted]
Mileage: 26000 Engine Number: 11396730702996
Prod Date: 07/25/2005 Warranty Start Date: 09/13/2005

Close Agent: RON REYNOLDS Field Closing Date: 11/15/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

>	[Redacted]	[Redacted]	Glendale, CA [Redacted]
	[Redacted]	Primary	Residence
	[Redacted]	Secondary	Residence
	[Redacted]	Secondary	Mobile
	[Redacted]	Secondary	Business
	[Redacted]	Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 11/10/2006 19:31:06

Agent: Paul Harmon

Phone 7831

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 26000

Warranty Start Date: 09/13/2005

Previous CA Referrals: None

Previous Summary Notes: 943338, 1183585, 1215074

Customer requesting vehicle replacement.

[REDACTED] phoned CAC to request a replacement vehicle. Customer claims that over the last 8 years he has purchased 6 new MB vehicles. Customer claims that he is a loyal MB driver. Customer claims that his last vehicle the E500 was nothing but a headache and had many transmission issues including being replaced. Customer claims that he took a \$15,000 hit to get into current vehicle. Customer claims that the current CLS500 has been at dealer 4 times for SRS light on. Customer claims that he does not want this vehicle and will leave the brand if MBUSA does not do something to assist him.

Writer advised customer that there concerns would be forwarded on to the appropriate parties for review. Writer advised customer to allow several business days to process the information and that SM at dealer is the point of contact.

Open Date: 11/13/2006 22:48:04

Agent: RON REYNOLDS

Phone

Note Type: SN

10/13/06 SPOM L/M FOR SVC DIR (RR)

Open Date: 11/15/2006 15:20:44

Agent: Gregg Mault

Phone 6350

Note Type: SN

Customer called wanting to know what status of his concerns are. Writer advised that his concerns are still being reviewed.

Open Date: 11/15/2006 15:26:31

Agent: RON REYNOLDS

Phone

Note Type: RC

11/15/06 12:22PM, SPOM COMPLETED REPAIR HISTORY REVIEW, MBUSA WILL REPURCHASE VEHICLE. DLR S/M CONTACTED CS AND ADVISED. (RR)

Customer Assistance Referral

CA Ref ID: 196511 Priors: No Open Date: 11/14/2006 Status: CLS Last Update: 12/20/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Miami FL [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	Assign Agent: SOM - 28
Orig Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	
Sell Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2110261A [Redacted]	Model: E320CDI	2005
World VIN: WDBUF26J85A [Redacted]		
Mileage: 21600	Engine Number: 64896130126206	
Prod Date: 04/26/2005	Warranty Start Date: 09/24/2005	

Close Agent: ANDREW KAMBICH	Field Closing Date: 12/20/2006
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted], Miami, FL [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
- [Redacted] - Driver, [Redacted] Miami, FL [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/14/2006 13:50:36

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 21600

Warranty Start Date: 09/24/2005

Previous CA Referrals: None

Previous Summary Notes: 969069, 1468878, 1468896

Referral being opened based on customer contacting the Roadside Assistance Department claiming that his brakes allegedly did not work and he was involved in an accident where the airbags did not deploy. The following note was entered by Roadside Representative.

[REDACTED] stated at 5:00PM while driving 30MPH, he struck the rear of another car at the intersection of 7th Street and Tamiami Canal Rd, in Miami. The vehicle in front of him was slowing to a stop for a red light. [REDACTED] claims the brakes did not perform properly. He believes the brakes should have worked better to stop his car. Also, he claims the airbags did not deploy. When ask what the damage was he stated the headlight lens(s) were broken. I asked if there were any injuries [REDACTED] stated that the police came and no one claimed injuries. [REDACTED] was offered the assistance of a tow and declined to have his car towed - electing to continue driving the car. Again, I offered to tow and was declined. He will drive the vehicle to the Coral Gables dealer and request the dealer inspect the braking system."

Open Date: 11/14/2006 15:48:16

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Andrew,

Please ask the dealer to check SRS and SBC for codes and take some photos of the damage. We can then decide if an inspection is necessary.

Thanks,

Gary

Open Date: 11/15/2006 10:22:06

Agent: ANDREW KAMBICH

Phone

Note Type: SN

Spom reviewed with SM. SM advises that as of this date the vehicle has not been brought to the dealer. A review of the service file shows a repair for steering angle sensor and a service back on 10-05.

Open Date: 12/15/2006 14:08:14

Agent: ANDREW KAMBICH

Phone

Note Type: RC

Please see the following information. Spom reviewed with C. tobias who will generate letter to client advising that vehicle had been inspected and it was determined that the vehicle operated as designed.

I've tried to contact this client to review her/his concerns. When I call, I speak to someone who doesn't identify himself but asks if I speak Spanish as the clients only speak Spanish. I do not speak Spanish so I cannot communicate with them to address their concerns.

The phone number I've called is [REDACTED]

The vehicle has been inspected by the dealers bodyshop and found that the SBC system (brakes) are working properly, no leaks, no mechanical failures and no electrical failures. The SRS is also still armed and functional. Again there were no mechanical or electrical issues with the vehicle. The SRS did not deploy as the threshold parameters for deployment were not met. Minimal impact damage to the front of the vehicle.

Interesting to note that the client alleges that the brakes " Did not work ", yet he elected to not have the vehicle towed and drove it himself to the dealers bodyshop.

Open Date: 12/20/2006 11:30:18

Agent: William Maher

Phone 6250

Note Type: SN

Letter being sent:

[REDACTED]
Miami, FL [REDACTED]

Subject:Model:2005 E320CDI
VIN:WDBUF26J85A [REDACTED]

Dear [REDACTED]:

This letter is in response to a telephone call you made to our Roadside Assistance Department.

Immediately after your call to our office, we contacted Bill Ussery in Coral Gables as well as our Regional Manager who has full authority to review concerns of this nature on behalf of Mercedes-Benz USA. He advised us that a technical inspection of your vehicle found it to be operating as designed.

[REDACTED] please be assured that Mercedes-Benz USA will continue to honor the terms of the Limited New Car Warranty of 48 months/50,000 miles, whichever occurs first. We also stand ready to provide technical assistance to the dealership at their request. If you encounter any additional technical difficulties of which we are not aware, we encourage you to contact the Service Manager of your local authorized Mercedes-Benz dealer for his review.

We realize this is not the decision you had hoped for, but we believe the facts and circumstances make it a reasonable one, and trust you will understand and accept our company position.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196520 Priors: No Open Date: 11/14/2006 Status: CLS Last Update: 11/28/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: San Ramon CA [Redacted] Corres ID:

Agent: Paul Harmon Phone: 7831 Orig By: P Orig CD: HO Region: 6 Market: 2

Service Retailer: 05158 MERCEDES-BENZ OF WAL WALNUT CREEK CA Assign Agent: SOM - 21
Orig Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA
Sell Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J86A [Redacted]
Mileage: 14000 Engine Number: 27296430045410
Prod Date: 02/10/2005 Warranty Start Date: 03/23/2005

Close Agent: CHRIS CARTER Field Closing Date: 11/28/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted], San Ramon, CA [Redacted]
- [Redacted] Primary Residence
- [Redacted], Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/14/2006 18:23:10 Agent: Paul Harmon Phone 7831 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 14000
Warranty Start Date: 03/23/2005
Previous CA Referrals: None

Previous Summary Notes: 1052718, 1058799, 1338351

Customer requesting technical assistance.

Dr. Riley phoned CAC to request MBUSA assistance. Customer claims that vehicle is at the dealer for the 4th time for same issue. Customer claims that the SRS light comes on. Customer claims that this is a safety issue and he has lost confidence in dealer to repair vehicle.

Writer advised customer that there concerns would be forwarded on to the appropriate parties for review. Writer advised customer to allow several business days to process the information and that SM at dealer is the point of contact.

Open Date: 11/15/2006 13:37:59 Agent: CHRISTOPHER CARTER Phone Note Type: SN
Left a message for the SM, Alan Moffat to find out what has been done on this vehicle.

Open Date: 11/16/2006 15:21:31 **Agent:** Gregg Mault **Phone** 6350 **Note Type:** SN

Customer called about status of his issues. Writer advised his concerns are still being reviewed.

Open Date: 11/28/2006 12:00:28 **Agent:** CHRISTOPHER CARTER **Phone** **Note Type:** RC

Reviewed case with SM Alan Moffat, found customer had 4 SRS lights with repairs within 18/18. Customer purchased car that same day 11/17/06 working with Don Ingles, Sales Mgr. Buyback completed with ISG Monday 11/27/06.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196549 Priors: No Open Date: 11/15/2006 Status: CLS Last Update: 01/23/2007

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

City: Garland TX [REDACTED] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: M Orig CD: HO Region: 4 Market: 10

Service Retailer: 75568 PARK PLACE MOTORCARS DALLAS TX Assign Agent: SOM - 31
 Orig Retailer: 75568 PARK PLACE MOTORCARS DALLAS TX
 Sell Retailer: 75568 PARK PLACE MOTORCARS DALLAS TX
 Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [REDACTED] Model: E350W 2006
 World VIN: WDBUF56J66A [REDACTED]
 Mileage: 8265 Engine Number: 27296430127617
 Prod Date: 07/21/2005 Warranty Start Date: 12/07/2005

Close Agent: MICHAEL WYLIE Field Closing Date: 01/23/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [REDACTED] - Owner, [REDACTED], Garland, TX [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED] Secondary Business
 - [REDACTED] - Representative, [REDACTED], Garland, TX [REDACTED]
- ,

Customer Assistance Referral -- Full Notes

Open Date: 11/15/2006 16:17:28 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 8265
Warranty Start Date: 12/07/2005
Previous CA Referrals: None

Previous Summary Notes: None
Letter dated 11/10 received from attorney Khalid Hamideh at CAC on 11/15.

Letter alleges that vehicle has been to dealer three times for issues with the transmission, SRS light coming on and brakes malfunctioning. Attorney requests that the vehicle be replaced or that the customer be given his money back - under the Texas Lemon Law Act.

Attorney can be contacted at his office at -972-271-4007.

Copy of referral sent to legal - Janet Charles

Open Date: 11/16/2006 12:34:17 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** SN
Info sent to dealer, TAC and TS for review and to schedule time to inspect.

Mike Wylie - SPOM.

Open Date: 12/04/2006 12:42:23 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** SN
Contact office. Left detailed message with secretary regarding inspection. Dealer has been trying to reach as well.

Mike Wylie - SPOM.

Open Date: 12/22/2006 12:25:28 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** SN
Spoke with client's attorney. Inspection date could take place during the week of Jan 15 2007. Mr. Dunn - SM and Mr. Byrd - TS have been advised.

Mike Wylie - SPOM.

Open Date: 12/22/2006 12:26:39 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** SN
Status change FLD to HLD by MICHAEL WYLIE.

Open Date: 01/22/2007 17:29:20 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** RC
Car has been at Dallas dealership since 1/16. Dealer has been in contact with TS, TAC and EDAC. Approval has been given to replace the transmission. Client has agreed.
Trans should be in later in the week of Jan 22. Mr. Byrd - TS will also assist.
Mr. Dunn - SM has client in a E-Class loaner during this repair process.

Case will be closed as of 01/22/2007 and updated if necessary.
Mike Wylie - SPOM.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196702 Priors: No Open Date: 11/22/2006 Status: CLS Last Update: 12/05/2006

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

City: Miramar FL [Redacted] Corres ID:

Agent: Paul Harmon Phone: 7831 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 28

Orig Retailer: 14123 MERCEDES-BENZ OF PEM PEMBROKE PIN FL

Sell Retailer: 14123 MERCEDES-BENZ OF PEM PEMBROKE PIN FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X96A [Redacted]

Mileage: 25000 Engine Number: 11396730709680

Prod Date: 09/02/2005 Warranty Start Date: 01/21/2006

Close Agent: ANDREW KAMBICH Field Closing Date: 12/05/2006

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

Involved Information

>	[Redacted]	[Redacted], Miramar, FL [Redacted]
	[Redacted],	Primary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Business
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/22/2006 12:53:25 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 25000
Warranty Start Date: 01/21/2006
Previous CA Referrals: None

Previous Summary Notes: None

Customer claims that she was at a stop and was struck from behind and pushed into vehicle in front. Customer wants to know why the airbags did not deploy.

When did the incident occur? 11/7/06

Driver's name and name of occupants: Driver was [REDACTED] no occupants

Where did the alleged incident occur? FL turnpike SB MM52

Were there passengers? no

Was anyone injured? minor injuries to drivers neck

Were seatbelts worn? yes

Where is the vehicle located now? Smyth's Classic

Address, Phone and Contact person at Body Shop: 9510 NW 27th ave

Tommy/ 805-693-3998 Miami FL 33147

Police Report? yes / customer will fax

Insurance Information: State Farm #325019594

Can customer forward photos to CAC? Will email to CAC

Writer advised customer not to let the body shop repair vehicle and that she will be contacted.

Open Date: 11/27/2006 11:49:39 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Lois,

We will decide if an inspection is necessary once we review the photos that the customer agreed to provide.

Thanks,

Gary

Open Date: 11/27/2006 12:02:11 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
referral to be put on hold - waiting for photos of vehicle; upon receipt a determination will be made if vehicle will be inspected.

Open Date: 11/27/2006 12:57:18 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
Writer received photos and sent to G. Bowne

Open Date: 11/27/2006 13:03:59 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
Writer left VM for customer informing her that the Pics have been received.

Open Date: 11/27/2006 15:36:59 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
CORRES # 310406

Customer sent accident report to the CAC. Writer scanned and sent to SPOM.

Open Date: 11/28/2006 09:49:10

Agent: Joseph Leonardi

Phone 6255

Note Type: SN

E-mail from G. Bowne

Hi Joe,

I reviewed the photos provided by the customer. The damage to the front end is relatively minor and was not sufficient to deploy the front airbags or ETR's in this collision. In addition, the driver only complained of minor neck injuries, which would not be prevented by airbag deployment, and were most likely sustained when she was originally rear ended.

I will not assign this case for inspection. If the customer feels the need, she can have the SRS checked by the dealer after the body repairs are complete.

Thanks,

Gary H. Bowne
Department Manager

Open Date: 11/28/2006 09:49:52

Agent: Joseph Leonardi

Phone 6255

Note Type: SN

Writer called customer and informed her of above. She asked that writer call the body shop and advise them to start repairing the vehicle. Writer informed her that he would.

Open Date: 11/28/2006 09:54:27

Agent: Joseph Leonardi

Phone 6255

Note Type: SN

Writer called body shop and spoke with Tommy, and informed him that he can begin to repair the vehicle.

Open Date: 12/01/2006 14:35:22

Agent: ANDREW KAMBICH

Phone

Note Type: SN

Spom contacted bodyshop manager and asked that the vehicle SRS function test (key cycle) be completed. BSM advises that when he inspected vehicle he noted that rear seatbelt ETR's had deployed. During key cycle test, the SRS would not extinguish, which is a result of the rear seatbelts having deployed. BSM advises that no airbags have deployed in vehicle. Spom reviewed above with T. Brunner who agrees that vehicle has operated as designed.

Open Date: 12/01/2006 14:46:03

Agent: ANDREW KAMBICH

Phone

Note Type: RC

Please see above notes for case closing.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196729 Priors: No Open Date: 11/24/2006 Status: CLS Last Update: 12/19/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Chester NY [Redacted] Corres ID: [Redacted]

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 55106 MERCEDES-BENZ OF NAN NANUET NY Assign Agent: SOM - 28

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: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J05X [Redacted]

Mileage: 53000 Engine Number: 11295431897141

Prod Date: 08/19/2004 Warranty Start Date: 10/18/2004

Close Agent: MIKE WILLARD Field Closing Date: 12/19/2006

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

Involved Information

- > [Redacted] - Owner, [Redacted] Chester, NY [Redacted]
- [Redacted], Primary Business
- [Redacted], Secondary Residence
- [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/24/2006 15:00:02 Agent: Christine Dingler Phone 6361 Note Type: PC

Primary Phone: [Redacted]

Contact name: [Redacted]

Current Mileage: 53000

Warranty Start Date: 10/18/2004

Previous CA Referrals: None

Previous Summary Notes: None

[Redacted] phoned the CAC demanding MBUSA technical assistance and financial assistance in repairs to SRS light in this vehicle.

Customer alleges that the SRS light has come on again in this vehicle and he will be visiting MB of Nanuet.

Customer alleges that this light came on 4 times before and was repaired by Prestige in Paramus. Customer stated to writer that he feel that Prestige never repaired properly and is demanding assistance.

Writer apologized for his experience and advised that financial post-warranty assistance is reviewed on a case-by-case basis by SM of local authorized MB dealer and MBUSA fully supports dlrs decision.

Open Date: 11/27/2006 10:57:53 **Agent:** MIKE WILLARD **Phone** **Note Type:** SN
E-Mail sent to service team for an update.

Open Date: 12/01/2006 11:52:44 **Agent:** MIKE WILLARD **Phone** **Note Type:** SN
Customer has not been in to Nanuet as of yet. It does show he had an appointment and cancelled. Michelle at Nanuet will call to try and get him scheduled. As far as goodwill, dealer will see if the jacket tube is a problem again and will consider goodwill. If the SRS light is on for other reasons, dealer will determine if there will be goodwill.

Open Date: 12/18/2006 09:54:33 **Agent:** MIKE WILLARD **Phone** **Note Type:** RC
The vehicle came in and was repaired through goodwill. Customer satisfied.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196778 Priors: Both Open Date: 11/28/2006 Status: CLS Last Update: 12/19/2006

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

City: Magnolia TX [Redacted] - Corres ID: 310641

Agent: Joseph Leonardi Phone: 6255 Orig By: E Orig CD: HO Region: 6 Market: 7

Service Retailer: 75117 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: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J55A [Redacted]
Mileage: 30000 Engine Number: 11294931924777
Prod Date: 10/08/2004 Warranty Start Date: 11/10/2004

Close Agent: FRANK OSWALD Field Closing Date: 12/19/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] [Redacted] Magnolia, TX [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence
[Redacted], Secondary Mobile
[Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/28/2006 14:38:31 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 30000
Warranty Start Date: 11/10/2004
Previous CA Referrals: 196196

Previous Summary Notes: 1454814
Customer sent e-mail to the CAC received on November 28, 2006. Writer called customer and left voice mail.

E-mail: [Redacted]
Comments: I have spoken to "Joe" from Mercedes corporate customer service in the recent past, but do not have his Email address. I have had ONGOING, repetitive problems with the vehicle. After servicing the SRS a few weeks ago for the third time, the light came on again today. A few days ago, the engine light came on. We are now coming up to the expiration of our manufacturers warranty and feel compelled to have to spend the money on the extended warranty as we LACK CONFIDENCE in the vehicle. If I could get out of it today, I would. Hello BMW. Doug Kramer

Open Date: 11/28/2006 15:54:08 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
Dear [REDACTED]:

Thank you for your recent e-mail to our Customer Assistance Center.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Joseph L.
Customer Relations Liaison

Open Date: 11/29/2006 09:27:21 **Agent:** FRANK OSWALD **Phone** **Note Type:** SN
dealer to review and advise.

Open Date: 12/01/2006 12:50:10 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
Joe:

I have not yet been contacted.

[REDACTED]
[REDACTED]
The Woodlands, Texas [REDACTED]
[REDACTED]

Open Date: 12/01/2006 14:10:35 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
Writer left voice mail for customer informing him that referral has been opened and asked for his patience as he will be contacted.

Open Date: 12/19/2006 11:47:10 **Agent:** FRANK OSWALD **Phone** **Note Type:** RC
per service manager, Rick Ehlert, vehicle has been repaired, repaired solder connection and vehicle has been returned to customer, offered one lease payment for inconvenience, but customer has declined to take offer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196880 Priors: No Open Date: 12/01/2006 Status: CLS Last Update: 12/13/2006

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

City: Lakeville MN [Redacted] Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 4 Market: 7

Service Retailer: 42406 SEARS IMPORTED AUTOS MINNETONKA MN Assign Agent: SOM - 27
Orig Retailer: 42406 SEARS IMPORTED AUTOS MINNETONKA MN
Sell Retailer: 42406 SEARS IMPORTED AUTOS MINNETONKA MN

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
World VIN: WDBUF87J36X [Redacted]
Mileage: 19000 Engine Number: 27297230079262
Prod Date: 05/02/2005 Warranty Start Date: 07/28/2005

Close Agent: GEOFF LEWIS Field Closing Date: 12/13/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted], Lakeville, MN [Redacted] -
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted], Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 12/01/2006 17:16:09 Agent: Patricia Murdy Phone 6394 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 19000
Warranty Start Date: 07/28/2005
Previous CA Referrals: None

Previous Summary Notes: 582462, 1286151

Customer contacted the CAC regarding dissatisfaction with his vehicle.

Customer claims his car has been in the dealer 10 times for multiple issues. Customer claims he's had issues with SRS, transmission, in-dash CD player, belt squeal, and engine. Customer stated that this is the worst car he's ever owned and he doesn't know where to turn. Customer claims he's spoken to "everyone" at the dealer. He stated that he's currently still experiencing a squealing sound coming from his vehicle. Customer stated that he feels the car is a lemon and should be replaced because it is unreliable.

Customer will be out of the country for a short time and returning on December 10th.

Open Date: 12/07/2006 13:10:47 **Agent:** GEOFF LEWIS **Phone** **Note Type:** SN

I am waiting for an update from the dealer, and will add case notes when possible.

Open Date: 12/13/2006 07:08:24 **Agent:** GEOFF LEWIS **Phone** **Note Type:** RC

This writer reviewed repair history; vehicle appears not to qualify as a lemon under the Minnesota lemon law statute. Customer recently returned vehicle to service dept for installation of previously ordered part, Comand unit. All reported problems with vehicle have now been addressed and repaired, vehicle is now being returned to customer. Dlr's Fleet Manager, formerly Sales Manager, Mike Milburn, has a long-standing relationship with this customer. Mr Milburn informed owner that repair history had been reviewed, and that vehicle would not be repurchased by dealer or MBUSA. Owner is not happy with this response, and may pursue matter further.

Customer Assistance Referral

CA Ref ID: 196899 Priors: Both Open Date: 12/04/2006 Status: CLS Last Update: 12/21/2006

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

City: Los Angeles CA [Redacted] Corres ID: 311079

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

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 24
Orig Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
Sell Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X76A [Redacted]
Mileage: 26000 Engine Number: 11396730647639
Prod Date: 01/10/2005 Warranty Start Date: 02/28/2005

Close Agent: ED CONNER Field Closing Date: 12/21/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted], Secondary Business
 - [Redacted] Expired Business
- > [Redacted] - Representative, [Redacted], Woodland Hills, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 12/04/2006 14:34:12

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Contact name: Harry Kaloustian

Current Mileage: 26000

Warranty Start Date: 02/28/2005

Previous CA Referrals: 28639, 92777

Previous Summary Notes: 1332055, 1438626, 1451335

Attorney (Mr. Harry Kaloustian) sent letter on behalf of his client ([REDACTED]) - Song Beverly Warranty Act - seeking replacement of vehicle/ full refund.

Attorney states concerns with:

electrical

engine

transmission

Attorney states "This vehicle qualifies for 'lemon law' status."

Letter dated 11/28/06

Mailed 11/30/06

Received by MBUSA 12/4/06

Received by CR 12/4/06

To: Yvette Chang - legal

Open Date: 12/04/2006 14:36:03

Agent: James Dowles

Phone 4628

Note Type: SN

Mailgram:

December 04, 2006

Mr. Harry Kaloustian
Kaloustian & Associates
21243 Ventura Boulevard, Suite 115
Woodland Hills, CA 91364-2100

Subject:Client:Oganes Sudzhyan

Model:2006 CLS500C

VIN:WDDDJ75X76A [REDACTED]

Dear Mr. Kaloustian:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

James D.
Customer Relations Liaison

Corr: 311079

Referral: 196899

Open Date: 12/13/2006 15:03:29 **Agent:** BRIAN BAE **Phone** **Note Type:** SN

SPOM called attorney Kaloustian and stated that he reviewed the service history. SPOM stated that he felt that the vehicle didn't have an unreasonable number of repairs or days down. Attorney confirmed that the case wasn't a presumption case, but he would have no problem convincing a jury that a \$70K car should have this many problems.

SPOM broke down warranty repairs as follows in 7 visits:

- 1 SRS
- 1 RF Seat Switch
- 1 B Pillar Material
- 1 SBC Recall
- 1 ESP Light
- 1 Cup Holder
- 2 Sunroof (1 Noisy, 1 Broken Sliding Blocks)
- 1 Roadside Spare (not warranty)
- 1 Transmission
- 1 CEL

SPOM denied buyback at this time. Attorney requested denial letter.

Open Date: 12/13/2006 15:03:31 **Agent:** BRIAN BAE **Phone** **Note Type:** SN

SPOM requested denial letter from CAC.

Open Date: 12/14/2006 16:11:42 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN

Response being drafted.

Open Date: 12/15/2006 11:16:55

Agent: James Dowles

Phone 4628

Note Type: SN

December 15, 2006

Mr. Harry Kaloustian
Kaloustian & Associates
21243 Ventura Boulevard, Suite 115
Woodland Hills, CA 91364-2100

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X76A [REDACTED]

Dear Mr. Kaloustian:

Thank you for your letter.

As stated during your conversation with Brian Bae, Regional Service and Parts Operations Manager, on 12/13/06, he has thoroughly reviewed all pertinent information regarding your client's concerns. Mr. Bae has reviewed your client's repair history to date and has determined that this vehicle does not qualify for the refund under the Lemon Law that your client seeks. Specifically, the overall nature of the repair issues reflected in the history does not meet the level required under the law to justify a repurchase or replacement, and we believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to replace or repurchase your clients CLS500C.

Please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your clients 2006 CLS500C.

Sincerely,

James D.
Customer Relations Liaison

Corr: 311970
Referral: 196899

Open Date: 12/21/2006 01:26:03

Agent: BRIAN BAE

Phone

Note Type: RC

Response letter sent by CAC denying buyback demand.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196937 Priors: No Open Date: 12/05/2006 Status: CLS Last Update: 01/10/2007

██████████ ██████████ ██████████

Address:

Title:

Phone: ██████████

Residence

City:

-

Corres ID:

Agent: James Dowles Phone: 4628 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 26

Orig Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA

Sell Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A ██████████ Model: E350W 2006

World VIN: WDBUF56J26A ██████████

Mileage: 17401 Engine Number: 27296430074945

Prod Date: 04/19/2005 Warranty Start Date: 09/26/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 01/10/2007

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

Involved Information

- ██████████ - Driver, ██████████ Los Angeles, CA ██████████
 - ██████████, Primary Residence
 - ██████████, Secondary Residence
 - ██████████, Secondary Business
- ██████████ - Driver, ██████████, Los Angeles, CA ██████████
 - ██████████, Primary Residence
 - ██████████, Secondary Business
 - ██████████, Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 12/05/2006 13:51:00 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: Yvette Odell
Current Mileage: 37700
Warranty Start Date: 06/26/2005
Previous CA Referrals: None

Previous Summary Notes: 1489092

Mrs. Odell contacted CAC requesting MBUSA buyback vehicle due to "constant unresolved problems."

[REDACTED] is husband.

Customer stated she will be sending letter to Ernst Lieb shortly.

Customer stated "I have constant problems with the knobs for the seat adjustment, CD's skip, the navigation system and radio do not work and I have had air bag problems with the car. I have been to the dealer multiple times, they have made repairs but these problems still are not solved. My service advisor told me to call you for a buy back."

To: Yvette Chang - legal.

Open Date: 12/06/2006 12:20:33 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
SPOM to review with SM.

Open Date: 12/07/2006 15:42:55 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
Please contact me ASAP. Customer has two cars. Car listed has very few repairs ever made to it. 2nd vehicle (6A802502) has 2 SRS and some trim items. Please advise as to which car I should be looking at.....

Open Date: 12/11/2006 19:25:10 **Agent:** James Dowles **Phone** 4628 **Note Type:** VC
Writer called customer - was advised correct VIN is WDBUF56J26A [REDACTED] - This was listed under his wife's name.

Vehicle that customer has concerns with is WDBUF56J26A [REDACTED]

Open Date: 12/13/2006 11:47:14 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN
See above.

Open Date: 12/15/2006 12:45:25 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
SPOM has reviewed repair history of subject vehicle and does not feel repurchase is warranted. SPOM has authorized SM (Glenn) to offer lease payment as goodwill for repairs.

Open Date: 01/02/2007 11:43:06 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
SM (Glenn) reports that he has not heard back from customer since his 21/14 call. SM will attempt one more call on 1/2/07.

Open Date: 01/09/2007 23:03:26 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC
SM (Glenn M) reports that he left a message for customer on 1/4. At this point he has not heard back. With the several no contacts by SM at this point; case should be closed.

7/16/2010

Customer Assistance Referral

CA Ref ID: 196943 Priors: No Open Date: 12/05/2006 Status: CLS Last Update: 12/18/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Coral Gables FL [Redacted] Corres ID: 311190

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	Assign Agent: SOM - 28
Orig Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	
Sell Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2193751A [Redacted]	Model: CLS500C	2006
World VIN: WDDDJ75X86A [Redacted]		
Mileage: 7826	Engine Number: 11396730702953	
Prod Date: 07/25/2005	Warranty Start Date: 09/24/2005	

Close Agent: ANDREW KAMBICH	Field Closing Date: 12/18/2006
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

> [Redacted], [Redacted]	Coral Gables, FL [Redacted]
[Redacted]	Primary Residence
[Redacted]	Secondary Residence
[Redacted]	Secondary Residence
000-000-0000,	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/05/2006 14:30:20 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 7826
Warranty Start Date: 09/24/2005
Previous CA Referrals: None

Previous Summary Notes: None

Customer sent Florida defect notification to the CAC in reference to his 2006 CLS500. Customer states that the "vehicle has been out of service for at least 15 days for one or more substantial defects".

Customer writes under description of defects, "transmission problems, defective airbags, electrical harness under driver seat, with less than 8,000 miles and gentle driving we have had to replace the tires and wheel".

Writer scanned notice and sent to SPOM.

CC: M. Kelly

Open Date: 12/05/2006 14:33:47 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN

Hello Andrew:

Please see referral 196943, Walter Voigt sent us a Vehicle Defect Notification (FL).

The following letter will be sent to customer. Can you please provide us (within 24 hours) with the pertinent information (bolded text) so we may update the letter and send it out.

Thank you in advance for your attention to this matter.

This will acknowledge receipt of your Motor Vehicle Defect Notification on ?.

You are hereby directed to bring your vehicle to DEALERSHIP on DATE at TIME for a Manufacturer's Final Repair Attempt. Upon your arrival at DEALERSHIP Service Department, please ask to meet with MERCEDE-BENZ REPRESENTATIVE/NAME.

If you are unable to keep this appointment, please contact REPRESENTATIVE/NAME at PHONE NUMBER to reschedule.

We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.

Open Date: 12/07/2006 08:07:18 **Agent:** ANDREW KAMBICH **Phone** **Note Type:** SN
Spom has requested that MG be sent.

Open Date: 12/07/2006 08:57:19 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
December 07, 2006

[REDACTED]
Coral Gables, FL [REDACTED]

Subject:Model:2006 CLS500C
VIN:WDDDJ75X86A [REDACTED]

Dear [REDACTED]:

This will acknowledge receipt of your Motor Vehicle Defect Notification on December 5, 2006.

You are hereby directed to bring your vehicle to Bill Ussery Motors Inc. on Thursday December 14, 2006 at 10:00 am for a Manufacturer's Final Repair Attempt. Upon your arrival at Bill Ussery Motors Inc. Service Department, please ask to meet with Andrew Kambich or David Appleton.

If you are unable to keep this appointment, please contact Andrew Kambich at (904) 443 2498 Ext. 7226 to reschedule.

We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.

Sincerely,

Joseph L.
Customer Relations Liaison

Corr: 311190
Referral: 196943

Open Date: 12/07/2006 08:57:32 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN
above

Open Date: 12/14/2006 13:30:43 **Agent:** ANDREW KAMBICH **Phone** **Note Type:** RC

Spom spoke with [REDACTED] this date. Client was scheduled to meet with Spom to complete the FRA. Client advises that vehicle is operating as designed and does not wish to complete the FRA at this time. Spom suggested letter to client referencing postponement. Client agrees. Spom sent proposed let to case open agent asking that letter be sent to client and Atty. Gen. of Fla.

Open Date: 12/18/2006 09:03:19 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN

December 18, 2006

[REDACTED]
Coral Gables, FL [REDACTED]

Re: Final Repair Attempt-Postponement
Mercedes-Benz CLS-500
WDDJ75X86A [REDACTED]

On December 12, 2006 you and I had a telephone conversation concerning your 2006 Mercedes-Benz CLS-500. The purpose of that conversation was to review the Final Repair Attempt that had been scheduled for 12-14-06 (today) at Bill Ussery Motors, Inc. During the course of our conversation it was determined that recent repairs that were performed by Bill Ussery Motors, Inc. had corrected the condition outlined on the Motor Defect Notification. It was further agreed that since the condition was no longer present that a postponement of the Final Repair Attempt would be appropriate.

The purpose of this letter is to confirm that the Final Repair Attempt has been indefinitely postponed, and agreed to, by both yourself and Mercedes-Benz-USA, LLC. This does not however, preclude the manufacturer from performing the Final Repair Attempt in the future, should it be required. Should it become necessary for the manufacturer to perform the Final Repair Attempt, please contact me directly to schedule the appointment.

Should you wish to contact me directly, I can be reached at the telephone listed below.

Regards,
Andrew Kambich
Service and Parts Operations Manager
Mercedes-Benz USA, LLC.
(904) 443 2498 Ext. 7226

Open Date: 12/18/2006 09:03:41 **Agent:** Joseph Leonardi **Phone** 6255 **Note Type:** SN

above

7/16/2010

Customer Assistance Referral

CA Ref ID: 197016 Priors: Both Open Date: 12/07/2006 Status: CLS Last Update: 12/19/2006

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

City: Alexandria VA [REDACTED] Corres ID:

Agent: James Dowles Phone: 4628 Orig By: P Orig CD: HO Region: 1 Market: 1

Service Retailer: 80215 MERCEDES-BENZ OF TYS VIENNA VA **Assign Agent:** SOM - 22
Orig Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON VA
Sell Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON VA
Disp Amt: **Corr Fwd:** N **Mailgram Sent:** N

DBAG VIN: 2110821X [REDACTED] **Model:** E320W4 2005
World VIN: WDBUF82J75X [REDACTED]
Mileage: 20000 **Engine Number:** 11295431848814
Prod Date: 06/17/2004 **Warranty Start Date:** 12/09/2004

Close Agent: JOHN FREUND **Field Closing Date:** 12/19/2006
Close With: **Close By:** **Close How:** **Owner Satisfied:**

Involved Information

> [REDACTED] - Owner, [REDACTED] Alexandria, VA [REDACTED]
 [REDACTED], Primary Residence
 [REDACTED] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/07/2006 16:02:29

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 20000
Warranty Start Date: 12/09/2004
Previous CA Referrals: 196157

Previous Summary Notes: 871736, 875418, 931805, 963140, 966558, 966613, 969072, 1180740, 1274296, 1274393, 1282844, 1388675, 1389964, 1431703, 1432865, 1452581, 1486582, 1489351, 1492189

[REDACTED] contacted CAC stating "I want you to buy this car back and do it now!"

See S/N # 1489351- customer contact - request is being reviewed - no CA Referral opened.

Customer stated "I have had so many problems with the SRS, check engine light, brakes, brake system, electrical, dynamic seats, trunk sounds and many other things. I called your office and I get bounced around like a ping pong ball and I am fed up with this. I do not feel safe driving this car at all. I have requested Mercedes to buy the car back, this answer still has not been provided to me. I am in contact with the service manager and he tells me this is up to Mercedes corporate. Stop giving me the run around, I want this resolved."

"Customer stated "I want to know what happens with all these break downs, the manager tells me to call you, you tell me to call the manager. I am a human ping pong ball, do you have a paddle?"

Writer spoke with customer for 31+ minutes.

Customer spent most of conversation venting concerns - writer listened.

Customer stated "I don't think I bought a Honda but this whole experience feels like I did. Calling headquarters has just been silly like having a Honda." Writer listened to customer and advised customer concerns have been documented and forwarded to all appropriate parties involved.

Customer did express interest in a 2007 E-Class.

Customer expressed concerns about "Mercedes requiring extensive road testing and putting a lot of miles on my car."

See warranty history.

To: Gail Slaughter - legal

Open Date: 12/07/2006 17:50:24

Agent: Jose M Carbajal

Phone 7855

Note Type: SN

Customer called the CAC claiming he picked up his vehicle from the dealership about 20 min. ago and everything that was wrong with the vehicle when he took it in is still happening. Customer claims "TeleAid is not working and whoever is quality control did not have the time to press the SOS button to test it out. I have lost faith in MB."

Open Date: 12/11/2006 08:24:06

Agent: JOHN FREUND

Phone

Note Type: SN

Under review.

Open Date: 12/12/2006 11:49:23

Agent: JOHN FREUND

Phone

Note Type: SN

Writer changed dealer code to proper dealer # 80201

Open Date: 12/12/2006 13:57:46

Agent: JOHN FREUND

Phone

Note Type: SN

On 12-08-2006 writer authorized the dealership to call the customer and advise that MBUSA would be willing to participate in placing this customer into another vehicle. Writer offered \$5k towards the transaction. The dealership was also willing to discount the vehicle. As of this date the dealership has called the customer to get her in to conclude the transaction. The customer advises she does not have the time to come in.

Open Date: 12/15/2006 13:31:05

Agent: JOHN FREUND

Phone

Note Type: RC

Writer closing referral. Customer's salesperson Teher Gahli has offered to the customer my above stated offer of \$5k towards a replacement vehicle. The customer has stated she does not have time to come in. Writer is not holding the referral opened until the customer decides to come in. The customer was most persistent prior to the offer calling MBUSA multiple times and the dealership multiple times however now that she is being offered assistance they have no time.

Open Date: 12/18/2006 10:26:08

Agent: Joseph Leonardi

Phone 6255

Note Type: SN

Customer called back claiming that she has not heard from anyone. Writer informed her that Mr. Gahli has called and she did not want to bring the vehicle in.

Customer stated that she did ignore his calls because she thought that it was strange that MB would have a salesman call her. Writer informed her of above offer. Customer seemed surprised.

She was informed that she should call Mr. Gahli at the dealership.

7/16/2010

Customer Assistance Referral

CA Ref ID: 197082 Priors: Cus Open Date: 12/11/2006 Status: CLS Last Update: 12/15/2006

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

City: Miami FL [Redacted] Corres ID:

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL Assign Agent: SOM - 28
Orig Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL
Sell Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005
World VIN: WDBUF26J35A [Redacted]
Mileage: 22000 Engine Number: 64896130120812
Prod Date: 03/16/2005 Warranty Start Date: 08/31/2005

Close Agent: ANDREW KAMBICH Field Closing Date: 12/15/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted] Ter, Miami, FL [Redacted]
- [Redacted] xHome, Primary Residence
- [Redacted] Secondary Residence
- [Redacted], Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 12/11/2006 13:04:13 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 22000
Warranty Start Date: 08/31/2005
Previous CA Referrals: 74250

Previous Summary Notes: 356524, 409864, 457300, 975246, 980324, 1346790, 1477988, 1507237

(FASTRACC notes customer is loyal MB owner.)

[Redacted] called in and alleged that vehicle has been in 5x for SRS light being on issue; he stated vehicle total down time for issue is 23 days.
He did state that vehicle SRS light was repaired last week, and is not on as of this date.
Customer requested that MB take vehicle back under lemon law.

Writer did review matter with M. Kelly in MB Legal who advised opening of referral due to SRS light being issue.
(Writer did contact customer to advise him that market team will be requested to look into matter.)

Copy of notes sent to MB Legal - M. Kelly.

Open Date: 12/12/2006 09:23:55 **Agent:** ANDREW KAMBICH **Phone** **Note Type:** SN

Spom has previously been involved with client via dealer. Dealer GM and Spom reviewed possible trade. Spom will review with GM again for clarity.

Open Date: 12/15/2006 14:12:02 **Agent:** ANDREW KAMBICH **Phone** **Note Type:** RC

Spom reviewed again with GM. Spom and GM reviewed trade figures to insure that client would be sat. Dealer traded client out of vehicle on 12-14-06. Client is now sat.

7/16/2010

Customer Assistance Referral

CA Ref ID: 197215 Priors: Cus Open Date: 12/15/2006 Status: CLS Last Update: 01/29/2007

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

City: Philadelphia PA [Redacted] Corres ID: 311474

Agent: James Dowles Phone: 4628 Orig By: E Orig CD: HO Region: 1 Market: 7

Service Retailer: 67294 KEENAN MOTORS DOYLESTOWN PA Assign Agent: SOM - 27

Orig Retailer:

Sell Retailer:

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J85A [Redacted]

Mileage: 12000 Engine Number: 11396730601639

Prod Date: 06/17/2004 Warranty Start Date: 10/31/2005

Close Agent: BRIAN MALONEY Field Closing Date: 01/29/2007

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

Involved Information

>	[Redacted]	[Redacted], Philadelphia, PA [Redacted]
	[Redacted]	Primary Residence
	[Redacted],	Secondary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Business
	[Redacted]	Secondary Residence
	[Redacted],	Secondary Residence
	[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/15/2006 16:33:41

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 12000

Warranty Start Date: 10/31/2005

Previous CA Referrals: None

Previous Summary Notes: 1017085, 1214650, 1517253

[REDACTED] sent email seeking technical assistance with "brake squeal and fuel tank problems."

Customer's email:

"E-mail: [REDACTED]"

Comments: I have owned BMW's, Audi's, Chevy's, Ford's, Volvo's, Dodge's, Land Rover's and Cadillac's. My 2 2005 Mercedes e500 sedan and wagon are at the dealer for repairs more than any of the aforementioned cars, even the Land Rover! I am very disappointed with the quality of these cars. For example, SRS systems have failed, brakes squeal continuously, gas caps need to be replaced, emission systems fail state exams, brake hydraulic pumps are loud and vibrate. Did I by a Yugo? Did I really spend 100K on these two cars? BMW here I come, if these things are not fixed. "

Writer spoke with customer.

Customer stated "I have had a lot of problems with the braking system, lots of parts replaced and lots of grinding and squealing, this can't be normal and it is still happening."

Customer stated "I have constantly got fuel gauge lights and fuel system problems."

Customer stated "My dealer bends over backwards for me, they keep me happy, my problems are with the quality of the car, please help me."

See warranty history.

Customer seeking technical assistance.

Open Date: 12/17/2006 13:09:03

Agent: BRIAN MALONEY

Phone

Note Type: SN

Writer asking SM to intervene and provide writer with plan to address customer complaints and, possible gesture to promote loyalty.

Open Date: 12/20/2006 15:35:39

Agent: James Dowles

Phone 4628

Note Type: SN

Spoke with S/M - customer has been contacted and appointment scheduled for tomorrow.

Open Date: 12/26/2006 12:08:23

Agent: BRIAN MALONEY

Phone

Note Type: SN

On 12/21, SM at 67294 wrote : [REDACTED] IS COMPLAINING OF CONTINUED BRAKE SQUEAL WHICH WE HAVE CONFIRMED TODAY. IT IS BAD. WE HAVE ADDRESSED THE NOISE 3 TIMES AND EACH TIME IT HAS RETURNED. THE CAR HAS JUST OVER 12K AND IS OVER 1 YEAR OLD. WE NEED TO CONSIDER REPLACEMENT OF ROTORS AND PADS TO CORRECT THE CONDITION.

On 12/26, writer discussed with SM. Last complaint of brake squeal was in May, 2006. Writer stated he would rely on dealer expertise to determine if brake squeal is normal or, that there is an issue with materials. SM will drive vehicle overnight to verify and make recommendation to writer.

Open Date: 01/02/2007 14:50:40

Agent: BRIAN MALONEY

Phone

Note Type: SN

Writer asking SM for outcome of his overnight test drive.

Open Date: 01/04/2007 15:39:20

Agent: BRIAN MALONEY

Phone

Note Type: SN

On 12/4, SM writes: I GAVE THE CAR BACK TO [REDACTED] DURING THE HOLIDAY WEEK. IT IS SCHEDULED TO BE PICKED UP TOMORROW AND I WILL DRIVE IT OVERNIGHT ON WEDNESDAY. I WILL UP DATE YOU AS SOON AS I KNOW MORE.

TOM

Open Date: 01/08/2007 10:29:09

Agent: BRIAN MALONEY

Phone

Note Type: SN

Writer has asked SM at 67294 for an update to referral.

Open Date: 01/09/2007 11:14:37

Agent: BRIAN MALONEY

Phone

Note Type: SN

SM at 67294 writes: WE FINALLY TALKED TO [REDACTED] TODAY. HE IS SCHEDULED FOR 1/15/07.

Open Date: 01/09/2007 11:15:55 **Agent:** BRIAN MALONEY **Phone** **Note Type:** SN
Status change FLD to HLD by BRIAN MALONEY.

Open Date: 01/22/2007 13:42:51 **Agent:** BRIAN MALONEY **Phone** **Note Type:** SN
Writer has requested update from Sm at 67294. Writer is aware that vehicle came into dealer recently.

Open Date: 01/29/2007 16:01:18 **Agent:** BRIAN MALONEY **Phone** **Note Type:** SN
SM at 67294 drove customer vehicle and determined that brake squeel was abnormal. SM replaced rear brakes & rotors goodwill. Customer happy with outcome.

Open Date: 01/29/2007 16:02:01 **Agent:** BRIAN MALONEY **Phone** **Note Type:** RC
see above

7/16/2010

Customer Assistance Referral

CA Ref ID: 197257 Priors: No Open Date: 12/19/2006 Status: CLS Last Update: 01/18/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Delray Beach FL [Redacted] Corres ID: 311740

Agent: Frank Parente Phone: 4675 Orig By: M Orig CD: HO Region: 2 Market: 6

Service Retailer: 15317	MERCEDES-BENZ OF POM	POMPANO BEAC	FL	Assign Agent: SOM - 29
Orig Retailer: 15317	MERCEDES-BENZ OF POM	POMPANO BEAC	FL	
Sell Retailer: 15317	MERCEDES-BENZ OF POM	POMPANO BEAC	FL	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2193751A [Redacted]	Model: CLS500C	2006
World VIN: WDDDJ75X46A [Redacted]		
Mileage: 15907	Engine Number: 72290100489698	
Prod Date: 12/05/2005	Warranty Start Date: 02/04/2006	

Close Agent: Glenn Zitzman	Field Closing Date: 01/18/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

>	[Redacted]	[Redacted]	Delray Beach, FL [Redacted]
	[Redacted]	Primary	Residence
	[Redacted]	Secondary	Residence
	[Redacted]	Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 12/19/2006 11:19:42 Agent: Frank Parente Phone 4675 Note Type: PC
 Primary Phone: [Redacted]
 Contact name: [Redacted]
 Current Mileage: 15907
 Warranty Start Date: 02/04/2006
 Previous CA Referrals: None

Previous Summary Notes: 1125621

Customer sent letter to CAC dated 12/7 and received on 12/12.

Customer alleges that his vehicle has been back to the dealer 4 times for an issue with the SRS system. Customer alleges that the issue has not been resolved.

Customer can be contacted at his residence at [Redacted].

Open Date: 01/02/2007 15:32:10 Agent: MICHAEL PUCALIK Phone Note Type: SN
 Ed Taylor Service Manager to call customer and get vehicle into the shop.

Open Date: 01/10/2007 14:17:27 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** SN

Further follow up with the Dealer SM reveals that the Customer has not returned messages left. Request made for the CAC to dispatch a letter to the Customer documenting attempted contacts and requesting that he call the Dealer Service manager Ed Taylor at the Dealership if assistance is required. Use Dealer Main number.

Open Date: 01/10/2007 14:18:02 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** RC

Please close case with the request for the above letter.

Thanks,
Glenn

Open Date: 01/18/2007 13:45:06 **Agent:** Frank Parente **Phone** 4675 **Note Type:** SN

Letter requested by SPOM prepared and sent to the customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 197275 Priors: No Open Date: 12/19/2006 Status: CLS Last Update: 12/21/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Tarzana CA [Redacted] Corres ID:

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

Service Retailer:05146	MERCEDES-BENZ OF BEV	BEVERLY HILL	CA	Assign Agent: SOM - 24
Orig Retailer: 05143	MERCEDES-BENZ OF SAC	SACRAMENTO	CA	
Sell Retailer: 05143	MERCEDES-BENZ OF SAC	SACRAMENTO	CA	

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X16A [Redacted]

Mileage: 42798 Engine Number: 11396730656537

Prod Date: 02/01/2005 Warranty Start Date: 03/30/2005

Close Agent: ED CONNER Field Closing Date: 12/21/2006

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

Involved Information

- [Redacted] - Owner, [Redacted], Tarzana, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
- [Redacted] - Representative, [Redacted] Tarzana, CA [Redacted]
 - [Redacted] Primary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 12/19/2006 19:38:14

Agent: Kristin Kapr

Phone

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 42798

Warranty Start Date: 03/30/2005

Previous CA Referrals: None

Previous Summary Notes: 1522597

[REDACTED] was transferred to the writer from the Survey Department. [REDACTED] stated "I am calling on behalf of my friend the owner of this vehicle to request the vehicle be bought back as a lemon under the California Lemon Law."

[REDACTED] stated "The owner [REDACTED] has a language barrier [REDACTED] vehicle has been to the dealership four times for the same issue with the SRS light coming on. The dealership is not able to repair this. Three times is considered to be the lemon law. The vehicle is at the dealership right now and I am making this request on [REDACTED] behalf."

The writer advised she would document the customer's call and forward the comments and concerns to the appropriate parties.

Please see sum note 152297.

Open Date: 12/21/2006 13:24:59

Agent: BRIAN BAE

Phone

Note Type: SN

Called rep [REDACTED] and left message for call back.

Open Date: 12/21/2006 19:27:13

Agent: BRIAN BAE

Phone

Note Type: RC

SPOM spoke with customer's rep [REDACTED], and stated that he reviewed his request and the warranty history. SPOM stated that vehicle didn't qualify for repurchase at this time. Customer asked what the criteria was.

SPOM stated that the vehicle didn't qualify under the Lemon Law, which was the criteria. SPOM stated that vehicle had 2 SRS issues and 1 ESP, rather than the 3 SRS issues the rep stated in the initial call. SPOM stated that a reasonable number of repairs for a substantial nonconformity is 4 repairs in the first 18 months or 18,000 miles of ownership.

Rep stated that he understood the position.

7/16/2010

Customer Assistance Referral

CA Ref ID: 197403 Priors: No Open Date: 12/27/2006 Status: CLS Last Update: 01/10/2007

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Ellicott City

MD [Redacted]

Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 1 Market: 6

Service Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD Assign Agent: SOM - 22

Orig Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD

Sell Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005

World VIN: WDBUF82J95X [Redacted]

Mileage: 30000 Engine Number: 11295431937487

Prod Date: 11/04/2004 Warranty Start Date: 01/14/2005

Close Agent: JOHN FREUND Field Closing Date: 01/10/2007

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

Involved Information

➤ [Redacted], Ellicott City, MD [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/27/2006 15:01:29 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: [Redacted]

Contact name: [Redacted]

Current Mileage: 30000

Warranty Start Date: 01/14/2005

Previous CA Referrals: None

Previous Summary Notes: 1103606

Customer called claiming that he has been back to the dealer 3X for an SRS light coming on. He claims that the light has come on again and he has lost confidence in the vehicle and in the dealer's ability to repair the car.

Customer is requesting that the vehicle be replaced.

Customer can be contacted at his residence at [Redacted]

Copy of referral sent to Legal - Gail Slaughter.

Open Date: 12/28/2006 07:06:00 Agent: JOHN FREUND Phone Note Type: SN

Under review.

Open Date: 01/04/2007 13:01:12 **Agent:** JOHN FREUND **Phone** **Note Type:** SN

Dealership advises the vehicle was scheduled for 1-3-07. Customer cancelled. Dealership has left a message for the customer to reschedule.

Open Date: 01/10/2007 14:10:09 **Agent:** JOHN FREUND **Phone** **Note Type:** RC

Patrick Hoover (SA) spoke to the customer on 1-5-07. The customer advised he would call them when he is ready to bring the vehicle in. Writer closing referral.

7/16/2010

Customer Assistance Referral

CA Ref ID: 197652 Priors: No Open Date: 01/09/2007 Status: CLS Last Update: 02/02/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Deland FL [Redacted] Corres ID: 313613

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 2 Market: 7

Service Retailer: 14320	MERCEDES-BENZ OF ORL	MAITLAND	FL	Assign Agent: SOM - 30
Orig Retailer: 14320	MERCEDES-BENZ OF ORL	MAITLAND	FL	
Sell Retailer: 14320	MERCEDES-BENZ OF ORL	MAITLAND	FL	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110261A [Redacted]	Model: E320CDI	2006
World VIN: WDBUF26J16A [Redacted]		
Mileage: 34780	Engine Number: 72262606325583	
Prod Date: 11/23/2005	Warranty Start Date: 12/31/2005	

Close Agent: DAVE WOOLSEY	Field Closing Date: 02/02/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

>	[Redacted] - Owner,	[Redacted] Deland, FL [Redacted]
	[Redacted]	Primary Residence
	[Redacted],	Secondary Residence
	[Redacted]	Secondary Business
	[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

7/16/2010

Customer Assistance Referral

CA Ref ID: 198067 Priors: No Open Date: 01/30/2007 Status: CLS Last Update: 02/05/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hockessin DE [Redacted] Corres ID:

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 1 Market: 7

Service Retailer: 12101	MERCEDES-BENZ OF WIL	WILMINGTON	DE	Assign Agent: SOM - 30
Orig Retailer: 12101	MERCEDES-BENZ OF WIL	WILMINGTON	DE	
Sell Retailer: 12101	MERCEDES-BENZ OF WIL	WILMINGTON	DE	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2110701A [Redacted]	Model: E500W	2005
World VIN: WDBUF70J45A [Redacted]		
Mileage: 21996	Engine Number: 11396730628754	
Prod Date: 10/08/2004	Warranty Start Date: 12/27/2004	

Close Agent: GARY COX	Field Closing Date: 02/05/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Driver, [Redacted], Hockessin, DE [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
- [Redacted] - Owner, [Redacted], Hockessin, DE [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 01/30/2007 09:10:06

Agent: Robyn Letz

Phone 6209

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 21996

Warranty Start Date: 12/27/2004

Previous CA Referrals: None

Previous Summary Notes: 925269, 931116, 937430, 1195426

[REDACTED] called the CAC.

Customer requests MBUSA repair or repurchase vehicle.

Customer claims vehicle has been to dealer 4-5 times for issue with illumination of SRS light.

Customer says dealer advised vehicle can be driven, no concern. Writer offered tow as MBUSA does not recommend that vehicle be driven.

Customer alleges dealer is unable to provide appointment with loaner vehicle until Friday 2/2/07 and they cannot be without a vehicle.

Writer apologized for customer 's inconvenience and explained that issue is reviewed locally and that SM of dealer will provide updates to status of the review. Write also advised that MBUSA cannot influence dealer appointment schedules and availability of loaner vehicles.

Open Date: 01/30/2007 14:43:40

Agent: GARY COX

Phone 7123

Note Type: SN

SPOM reviewed with Rich Strickland, he will call owner to schedule a service visit.

Open Date: 02/05/2007 11:09:28

Agent: GARY COX

Phone 7123

Note Type: RC

SPOM verified with Matt Oakes at the dealership, owners vehicle has been repaired and owner is satisfied.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198199 Priors: Both Open Date: 02/02/2007 Status: CLS Last Update: 02/14/2007

Trendsetters Trading Inc.

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: City Of Industry

CA [REDACTED]

Corres ID: 315586

Agent: James Dowles

Phone: 4628

Orig By: M

Orig CD: HO

Region: 3

Market: 2

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 26

Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [REDACTED] Model: CLS500C 2006

World VIN: WDDDJ75X16A [REDACTED]

Mileage: 15500 Engine Number: 11396730666151

Prod Date: 03/03/2005 Warranty Start Date: 04/19/2005

Close Agent: RON REYNOLDS Field Closing Date: 02/14/2007

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

Involved Information

- [REDACTED] - Representative, [REDACTED] San Diego, CA [REDACTED]
 - [REDACTED] Primary Business
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Fax
 - [REDACTED], Secondary Business
- [REDACTED] [REDACTED], City Of Industry, CA [REDACTED]
 - [REDACTED] Primary Mobile
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Business
 - [REDACTED] Expired Residence
 - [REDACTED] Expired Residence
- [REDACTED] - L, [REDACTED], City Of Industry, CA [REDACTED]
 - [REDACTED] Primary Business
 - [REDACTED], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 02/02/2007 17:37:59

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Contact name: William Mc Gee

Current Mileage: 15500

Warranty Start Date: 04/19/2005

Previous CA Referrals: 197799

Previous Summary Notes: None

Attorney McGee sent letter on behalf of customer (Franklin Lai) seeking Lemon Law.

Letter dated 1/29/07

Mailed 1/29/07

Received by CR Dept 2/2/07

Attorney states "fire (5) separate repair attempts for the transmission system. The most recent invoice, dated January 24, 2007, states 'Solution to guest complaint will be released in 60 to 90 days'. There has also been one (1) repair attempt for SRS/ airbag defects."

To: Yvette Chang - Legal

Open Date: 02/02/2007 17:39:51

Agent: James Dowles

Phone 4628

Note Type: SN

Mailgram:

February 02, 2007

Mr. William Mc Gee

16855 West Bernardo Drive, Suite 380

San Diego, CA 92127-1626

Subject:Client:Franklin Lai (Trendsetters Trading, Inc.)

Model:2006 CLS500C

VIN:WDDDJ75X16A [REDACTED]

Dear Mr. Mc Gee:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

James D.

Customer Relations Liaison

Corr: 315586

Referral: 198199

Open Date: 02/07/2007 22:25:09

Agent: RON REYNOLDS

Phone

Note Type: SN

2/7/07 SPOM SENT VIN HISTORY TO DLR S/M (MD) FOR INVESTIGATION.(RR)

Open Date: 02/14/2007 14:28:17

Agent: RON REYNOLDS

Phone

Note Type: RC

2/13/07 SPOM CONTACTED AND DECLINED REPURCHASE EXPLAINING CONCERN IS ONLY EXPERIENCED FOR INITIAL OPERATION WHILE COLD. CS CAN WAIT 60 DAYS FOR COUNTERMEASURE (SPOM VERIFIED W/TS RON JONES) OR LET VEHICLE WARM UP FOR 5 MINUTES BEFORE INTIAL DRIVE OFF. SPOM ALSO OFFERED TWO LEASE PAYMENTS AS CS GOODWILL.CS ATTY UNDERSTANDS MBUSA POSITION.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198385 Priors: No Open Date: 02/12/2007 Status: CAN Last Update: 02/13/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Marlboro NJ [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 1 Market: 4

Service Retailer: 51126	MERCEDES-BENZ OF FRE	FREEHOLD	NJ	Assign Agent: SOM - 32
Orig Retailer: 51126	MERCEDES-BENZ OF FRE	FREEHOLD	NJ	
Sell Retailer: 51126	MERCEDES-BENZ OF FRE	FREEHOLD	NJ	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110871X [Redacted]	Model: E350W4	2006
World VIN: WDBUF87J06X [Redacted]		
Mileage: 15500	Engine Number: 72267606435741	
Prod Date: 03/02/2006	Warranty Start Date: 04/22/2006	

Close Agent: William Maher	Field Closing Date: 02/13/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

>	[Redacted]	[Redacted] Marlboro, NJ [Redacted]
	[Redacted]	Primary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/12/2007 12:19:15 Agent: William Maher Phone 6250 Note Type: PC
 Primary Phone: [Redacted]
 Contact name: [Redacted]
 Current Mileage: 15500
 Warranty Start Date: 04/22/2006
 Previous CA Referrals: None

Previous Summary Notes: 1197738, 1197740, 1357865, 1501827, 1567608, 1579216, 1579455, 1582125, 1594707

Writer received fax from [Redacted] on 02/12/2007 stating that his vehicle is a lemon under the New Jersey Lemon Law and he hereby requests relief under this Law.

[Redacted] states his vehicle has gone into the dealership four times for an accumulated amount of 21 calendar days. He states that the vehicle has been in twice for front axle issues, airbag line replacement, and transmission issues.

Customer states "I am hereby allowing you one final opportunity to repair my vehicle. If these repairs are not completed within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law."

Open Date: 02/12/2007 12:23:04
February 12, 2007

Agent: William Maher

Phone 6250

Note Type: SN

[REDACTED]
Marlboro, NJ [REDACTED]

Subject:Model:2006 E350W4
VIN:WDBUF87J06X [REDACTED]

Dear [REDACTED]

Thank you for your recent letter.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,
William M.
Customer Relations Liaison

Corr: 316233
Referral: 198385

Open Date: 02/13/2007 09:58:39

Agent: William Maher

Phone 6250

Note Type: CN

Referral not needed. SPOM informed writer that Legal and him are aware of this already and are working on it.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198458 Priors: No Open Date: 02/14/2007 Status: CLS Last Update: 03/29/2007

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence [Redacted]
City: Baton Rouge LA [Redacted] Corres ID: [Redacted]

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 2 Market: 3

Service Retailer: 32100 MERCEDES-BENZ OF BAT BATON ROUGE LA Assign Agent: SOM - 31
Orig Retailer: 32100 MERCEDES-BENZ OF BAT BATON ROUGE LA
Sell Retailer: 32100 MERCEDES-BENZ OF BAT BATON ROUGE LA
Disp Amt: [Redacted] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J45A [Redacted]
Mileage: 85000 Engine Number: 11294931938374
Prod Date: 10/29/2004 Warranty Start Date: 02/18/2005

Close Agent: MIKE WYLIE Field Closing Date: 03/29/2007
Close With: [Redacted] Close By: [Redacted] Close How: [Redacted] Owner Satisfied: [Redacted]

Involved Information

> [Redacted] - Owner, [Redacted] Baton Rouge, LA [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 02/14/2007 16:09:05 Agent: Jose M Carbajal Phone 7855 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 85000
Warranty Start Date: 02/18/2005
Previous CA Referrals: None

Previous Summary Notes: 903402, 1460477, 1565780

customer claims vehicle has 32,973 miles

[Redacted] called the CAC claiming his vehicle is a "lemon" and requesting MBUSA to "buy it back."

Customer claims vehicle has visited dealership 16 times for many different reasons including "Airbag seat sensor, bumper cover peeling, GPS system draining the battery, loose encapsulation shield, and SRS light going on." According to the customer the only concern currently outstanding is the GPS draining the battery.

Customer claims vehicle is currently in his possession.

Customer believes "vehicle is a lemon and MB has to take it back."

Open Date: 02/15/2007 15:25:42 **Agent:** EDWARD HOEFL

Phone

Note Type: SN

Writer will speak to SM, Brian Mock, regarding customer concern.

Open Date: 03/28/2007 18:14:10 **Agent:** EDWARD HOEFL

Phone

Note Type: RC

Writer spoke with Service Advisor, Kim DanTangelo, regarding customers concern. Customer's vehicle was repaired on March 14, 2007 and vehicle delivered later in the week. SM, Brian Mock, follow-end up with customer to determine if there were any further concerns with his NAVI system, and there were none.

Customer was satisfied with repair and there are no further issues at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198557 Priors: No Open Date: 02/20/2007 Status: CLS Last Update: 02/28/2007

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

City: Lompoc CA [Redacted] Corres ID: [Redacted]

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 3 Market: 5

Service Retailer: 05144 SANTA BARBARA AUTO G SANTA BARBAR CA Assign Agent: SOM - 28
Orig Retailer: 05144 SANTA BARBARA AUTO G SANTA BARBAR CA
Sell Retailer: 05144 SANTA BARBARA AUTO G SANTA BARBAR CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65J85A [Redacted]
Mileage: 35000 Engine Number: 11294931940138
Prod Date: 11/02/2004 Warranty Start Date: 12/22/2004

Close Agent: VIRGINIA GEE Field Closing Date: 02/28/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] Lompoc, CA [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/20/2007 17:50:06 Agent: Jose M Carbajal Phone 7855 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 35000
Warranty Start Date: 12/22/2004
Previous CA Referrals: None

Previous Summary Notes: 829729, 880147

[Redacted] called the CAC requesting MBUSA to "get her out of the lease."

Customer claims "vehicle has been to the shop at least 5 times for SRS malfunctions." Customer claims vehicle is currently at the dealership for the same concern.

Customer believes "vehicle is a lemon" and is requesting MBUSA to take her out of the lease.

Open Date: 02/22/2007 14:34:36 Agent: VIRGINIA GEE Phone Note Type: SN
SPOM VG to review with SM Kurt Reed on next dealer visit, next week.

Open Date: 02/27/2007 14:07:25 **Agent:** VIRGINIA GEE **Phone** **Note Type:** SN
SPOM VGee reviewed case with SM Kurt Reed and Mike Brown. Vehicle qualifies as a buyback and SM will contact customer to inform them of MBUSA's decision.

Open Date: 02/27/2007 14:08:55 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC
Please close the case at this time.

Open Date: 02/27/2007 14:12:48 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC
Please see above notes.

Open Date: 02/27/2007 14:18:14 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC
See above.

Open Date: 02/27/2007 14:20:45 **Agent:** VIRGINIA GEE **Phone** **Note Type:** SN
Case will not close for me. Receiving error message. Please advise.

Open Date: 02/27/2007 19:57:37 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC
See above.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198598 Priors: No Open Date: 02/22/2007 Status: CLS Last Update: 03/27/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Azusa CA [Redacted] Corres ID: 316981

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer:05646	RUSNAK/ARCADIA	ARCADIA	CA	Assign Agent: SOM - 27
Orig Retailer: 05737	DOWNTOWN L. A. MOTOR	LOS ANGELES	CA	
Sell Retailer: 05737	DOWNTOWN L. A. MOTOR	LOS ANGELES	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110701A [Redacted]	Model: E500W	2005
World VIN: WDBUF70J15A [Redacted]		
Mileage: 32000	Engine Number: 11396730657288	
Prod Date: 03/24/2005	Warranty Start Date: 05/28/2005	

Close Agent: ROBERT MANSFIELD	Field Closing Date: 03/27/2007
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 02/22/2007 11:56:10

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 32000

Warranty Start Date: 02/04/2004

Previous CA Referrals: None

Previous Summary Notes: None

Writer received letter from [REDACTED] Esq. dated 02/12/2007, mailed on 02/12/2007 and received on 02/22/2007.

[REDACTED] states that he represents [REDACTED] and his vehicle. They claim the vehicle qualifies under the terms of the California Lemon Law because it has gone into the dealership five times for SRS/airbag issues, one time for an issue with the ESP system, two times for moon roof issues, and one repair attempt for an oil leak.

Attorney is requesting that the vehicle be repurchased, and Mr. Badro be refunded in the amount of \$4,440.29. McGee requests that he be contacted directly to discuss this matter further.

Open Date: 02/22/2007 11:57:53

Agent: William Maher

Phone 6250

Note Type: SN

February 22, 2007

[REDACTED]
San Diego, CA [REDACTED]

Subject: Client [REDACTED]

Model: 2005 E500W

VIN: WDBUF70J15A [REDACTED]

Dear [REDACTED]

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

William M.

Customer Relations Liaison

Open Date: 02/23/2007 18:44:39

Agent: ROBERT MANSFIELD

Phone

Note Type: SN

Sent VH to SM to review days down and NFF visits. Will review with SM at next dealer visit.

Open Date: 03/21/2007 11:54:44

Agent: William Maher

Phone 6250

Note Type: SN

Writer received fax from [REDACTED] stating that he has not heard anything regarding his client, and he will proceed with formal proceedings if he does not have a response by March 26, 2007.

Open Date: 03/23/2007 13:10:12

Agent: ROBERT MANSFIELD

Phone

Note Type: RC

MBUSA has agreed to repurchase this vehicle. Talked to lawyer to finalize agreement and paperwork is being sent to dealer for processing.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198737 Priors: No Open Date: 02/28/2007 Status: CLS Last Update: 03/28/2007

American Audiophile Tradi

Address: [REDACTED]

Title:

Phone: [REDACTED]

Mobile

City: Lynbrook

NY [REDACTED]

Corres ID:

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

Service Retailer: 55111 MERCEDES-BENZ OF MAS AMITYVILLE NY Assign Agent: SOM - 23

Orig Retailer: 55111 MERCEDES-BENZ OF MAS AMITYVILLE NY

Sell Retailer: 55111 MERCEDES-BENZ OF MAS AMITYVILLE NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2112561A [REDACTED] Model: E350S 2006

World VIN: WDBUH56J66A [REDACTED]

Mileage: 28000 Engine Number: 27296430064439

Prod Date: 03/23/2005 Warranty Start Date: 04/27/2005

Close Agent: JOHN MAYO Field Closing Date: 03/28/2007

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

Involved Information

- > [REDACTED], [REDACTED] Island Park, NY [REDACTED]
 - [REDACTED] Primary Residence
 - 555-555-5555, [REDACTED] Secondary Residence
 - [REDACTED], [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
- > [REDACTED], [REDACTED], Lynbrook, NY [REDACTED]
 - [REDACTED] Primary Mobile
 - [REDACTED] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 02/28/2007 12:06:43 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 28000
Warranty Start Date: 04/27/2005
Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] vehicle driver, called to claim that he plans to invoke the Lemon Law due to the frequency of repairs required for the vehicle.

Customer claims that he had the vehicle back to the dealer several times for an SRS issue and now the vehicle will not shift out of neutral and is back at the dealer.

He claims that the vehicle is a lemon and is requesting to be taken out of it.

Customer can be contacted on his cell phone at [REDACTED]

Copy of referral sent to legal - Gail Slaughter.

Open Date: 02/28/2007 21:53:25 **Agent:** STEVE DENNIS **Phone** **Note Type:** SN

Information sent to dealer.

Open Date: 03/02/2007 15:22:06 **Agent:** STEVE DENNIS **Phone** **Note Type:** SN

Service & Parts Director for MB Massapequa (Maria Tully) and SPOM discussed this owners service history. Vehicle has been back to the dealer on 4 occasions for SRS concerns and now recently for a transmission problem. Vehicle at this point has been out of service for 30 days and the dealer is currently waiting on parts to address the transmission issue. Both the Service & Parts Director and SPOM feel the vehicle meets the conditions for New York State Lemon Law, however the vehicle currently has 29,000 miles on it. Under the New York State Lemon Law the first 12,000 miles there is no charge for mileage. After which there is excess mileage charge which is listed below: (29,000 - 12,000 = 17,000 x .25 =\$4250 approximately)
Dealership Management will inform the customer of this, if he accepts that responsibility the customer and dealer can work out the details.
Should the owner reject that offer, then the only recourse is through judicial relief in arbitration.

Open Date: 03/22/2007 20:34:45 **Agent:** STEVE DENNIS **Phone** **Note Type:** RC

SPOM reviewed the case once again to finalize details.
Dealer will terminate the lease of this vehicle. Customer will purchase another Mercedes product.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198780 Priors: No Open Date: 03/01/2007 Status: CLS Last Update: 03/20/2007

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

City: Burbank CA [Redacted] Corres ID:

Agent: Patricia Rosado Phone: 7837 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 26
Orig Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA
Sell Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J16A [Redacted]
Mileage: 3658 Engine Number: 72290600557318
Prod Date: 02/03/2006 Warranty Start Date: 03/18/2006

Close Agent: RON REYNOLDS Field Closing Date: 03/20/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted], Burbank, CA [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/01/2007 17:45:18 Agent: Patricia Rosado Phone 7837 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 3658
Warranty Start Date: 03/18/2006
Previous CA Referrals: None

Previous Summary Notes: None

[Redacted] phoned CAC demanding the vehicle be bought back.

Customer claims the vehicle is at the dealer for the second time. Customer claims the vehicle died while driving and was towed to Calstar Motors. Customer claims the vehicle was at Calstar for 10 days and the vehicle is back at the dealer again for vehicle hesitating and SRS light.

Customer claims he does not have any confidence in the vehicle and his wife does not feel safe driving the vehicle.

Writer apologized for experience and suggested the customer keep in contact with the SM.

Open Date: 03/02/2007 09:31:48 Agent: RON REYNOLDS Phone Note Type: SN

3/2/07 SPOM SENT REQUEST TO SVC DIR TO INVESTIGATE AND ADVISE REPAR STATUS.(RR)

Open Date: 03/19/2007 14:10:43

Agent: RON REYNOLDS

Phone

Note Type: RC

3/16/07 SPOM WAS ADVISED BY DLR S/M (SK) SRS MODULE WAS REPLACED ON RO#112546.3/16/07 10:40AM
SVC MGR CONTACTED CS (SON) WHO STATED VEHICLE IS OPERATING NORMAL. SVC MGR EXPLAINED REPAIR
HISTORY HAS BEEN EVALUATED AND REPURCHASE REQUEST HAS BEEN DENIED,(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 198829 Priors: Both Open Date: 03/05/2007 Status: CLS Last Update: 03/21/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Chino Hills CA [Redacted] Corres ID: 317967

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 26
 Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
 Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
 Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
 World VIN: WDBUF65J95A [Redacted]
 Mileage: 19000 Engine Number: 11294931952414
 Prod Date: 11/30/2004 Warranty Start Date: 12/30/2004

Close Agent: RON REYNOLDS Field Closing Date: 03/21/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], Glendale, CA [Redacted]
 - [Redacted], Primary Business
 - [Redacted], Secondary Fax
- Wally Ghazzoul - Owner, [Redacted], Chino Hills, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/05/2007 16:57:41 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 19000
Warranty Start Date: 12/30/2004
Previous CA Referrals: 191321

Previous Summary Notes: 1225519, 1416903

Writer received letter from [REDACTED] Esq. dated 03/02/2007, mailed 03/02/2007 and received on 03/05/2007.

Attorney states that he represents Mr. Walid J. Ghazzoul and his vehicle. They claim it qualifies under the terms of the California Lemon law due to multiple repair attempts to the Brakes, Steering system, A/C system and the issues with the SRS system.

Attorney is requesting that the vehicle be bought back and the customer be refunded \$54,170.00

Attorney requests contact from MBUSA to discuss this matter further.

Open Date: 03/05/2007 16:59:05 **Agent:** William Maher **Phone** 6250 **Note Type:** SN
March 05, 2007

[REDACTED]
Glendale, CA [REDACTED]

Subject:Client:Walid J. Ghazzoul
Model:2005 E320W
VIN:WDBUF65J95A [REDACTED]

Dear [REDACTED]

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,
William M.
Customer Relations Liaison

Open Date: 03/05/2007 19:27:30 **Agent:** RON REYNOLDS **Phone** **Note Type:** SN
3/5/07 SPOM SENT VIN HISTORY TO DLR S/M (MD) TO BEGIN INVESTIGATION.(RR)

Open Date: 03/20/2007 17:23:05 **Agent:** RON REYNOLDS **Phone** **Note Type:** RC
3/20/07 SPOM PROCESSED BB#4405,(RR)

Customer Assistance Referral

CA Ref ID: 198896 Priors: Both Open Date: 03/08/2007 Status: CLS Last Update: 03/14/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Van Nuys CA [Redacted] Corres ID: 317289

Agent: Carol Pantua Phone: 4635 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05154 W.I. SIMONSON SANTA MONICA CA Assign Agent: SOM - 25
 Orig Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
 Sell Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
 Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
 World VIN: WDBUF56J66A [Redacted]
 Mileage: 12500 Engine Number:
 Prod Date: 03/22/2006 Warranty Start Date: 05/05/2006

Close Agent: HECTOR VILLEGAS Field Closing Date: 03/14/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Business
 - [Redacted] Secondary Fax
 - [Redacted] Secondary Business
- [Redacted] [Redacted], Van Nuys, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Business
 - [Redacted] Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/08/2007 11:09:31

Agent: Carol Pantua

Phone 4635

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 12500

Warranty Start Date: 05/05/2006

Previous CA Referrals: 195713

Previous Summary Notes: 1603017, 1647825, 1647869

Writer received Atty William McGee's letter (corr 317289) on 2/26/07 requesting Buyback for the 4th alleged attempt to repair the same concern with the SRS system.

As the prior Referral for Buyback was closed in October 2006 for the 3rd same concern, writer scanned the Attorney's letter and emailed it to SPOM Hector Villegas and Legal Yvette Chang and asked if they would re-review the same concern. Legal Yvette Chang emailed SPOM Villegas on 03/02/2007 09:54 AM requesting that the matter be reviewed. Writer will send the following acknowledgement letter to Attorney McGee:

March 08, 2007

[REDACTED]
[REDACTED]
San Diego, CA [REDACTED]

Subject: Client: [REDACTED]

Model: 2006 E350W

VIN: WDBUF56J66A [REDACTED]

Dear [REDACTED]:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Carol Pantua
Customer Relations Liaison

Open Date: 03/12/2007 15:08:42

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: RC

Buyback has been initiated with attys office. SPOM will close this matter.

7/16/2010

Customer Assistance Referral

CA Ref ID: 198917 Priors: No Open Date: 03/09/2007 Status: CLS Last Update: 04/30/2007

Address: [Redacted]

Title:
Phone: [Redacted] 21 Business

City: Mc Allen TX [Redacted] Corres ID:

Agent: James Dowles Phone: 4628 Orig By: P Orig CD: HO Region: 4 Market: 11

Service Retailer:00444 CHICAGO RGN Assign Agent: SOM - 30

Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005

World VIN: WDBUF65J05A [Redacted]

Mileage: 19754 Engine Number: 11294931870792

Prod Date: 07/12/2004 Warranty Start Date: 09/23/2004

Close Agent:FRANK OSWALD Field Closing Date: 04/30/2007

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

Involved Information

- > [Redacted] - Owner, [Redacted], Mc Allen, TX [Redacted]
- [Redacted], Primary Business
- [Redacted] - Secondary Residence
- [Redacted] - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/09/2007 12:26:06

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 19754
Warranty Start Date: 09/23/2004
Previous CA Referrals: None

Previous Summary Notes: 1253994, 1488941

When did the incident occur? 3/6/07

Driver's name and name of occupants: [REDACTED] - no other occupants

Where did the alleged incident occur? Corner of 12th and Chicago in Mc Allen, TX

Were there passengers? No

Was anyone injured? No

Were seatbelts worn? YYes

Where is the vehicle located now? Guerras Body Shop

Address, Phone and Contact person at Body Shop: 11 South 5th Street Mc Allen, TX 78501

Police Report? Yes - customer to pick up soon and will send to MBUSA

Insurance Information: None provided

Can customer forward photos to CAC? Yes, customer to email them to writer.

[REDACTED] stated she was out driving on 3/6/07 and another vehicle ran a stop sign and hit her vehicle in the front end.

Customer stated "The air bags did not come out, I thought they should because this is a Mercedes."

Customer stated Mc Allen, PD were on scene. Case # 2007-21561

No FD/ Ambulance on scene

To: Gary Bowne
Frank Berenz
Regina Cila
Tom Brunner

Open Date: 03/12/2007 13:11:35

Agent: KARL HAWKES

Phone 7608

Note Type: SN

paul cortez to look into accident investigation

Open Date: 03/12/2007 16:42:43

Agent: James Dowles

Phone 4628

Note Type: SN

corres # 318533 - customer's email:
Pictures from Audrey Goldman's auto accident.

4 pictures were included.

Open Date: 03/12/2007 16:47:22

Agent: James Dowles

Phone 4628

Note Type: SN

Email to Gary Bowne
CC Frank Berenz
Regina Cila
Tom Brunner
Frank Oswald:
Hello Gary,

We received the below pictures of [REDACTED] 2005 E320.

Thank you.

James Dowles
Case Manager
Mercedes-Benz USA
1-800-367-6372 Ext. 4628

Open Date: 03/13/2007 11:29:23 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi James,

I reviewed the photos provided by the customer. The impact appears to be lateral across the front of the vehicle from left to right. There is very little longitudinal damage. I believe the SRS functioned as designed. Since the customer was belted and not injured, we can offer to have the dealer verify the functionality of the SRS after the body repairs are complete. We do not need to inspect.

Thanks,

Gary

Open Date: 03/14/2007 11:05:41 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN

corres # 318555 - customer's email:

Thanks—Please call my cell this week. [REDACTED] if you have any questions or input, Right now, my mothers is in a rented tiny chevy, which I'm not thrilled over----Please let me know what the next steps are

Open Date: 03/20/2007 15:57:02 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN

corres # 319098 - customer sent the 4 previously received pictures again.

Open Date: 03/20/2007 15:59:13 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN

corres # 319103 - customer's email:

James---I need to know something quick, needless to say I'm quite unhappy with the situation, and equally disturbed that I have not heard back from you—My office number is [REDACTED] Please contact me as opposed to my mother, also please include a direct number to contact you

Writer left customer message with my direct extension for further assistance.

Open Date: 04/02/2007 12:38:43 **Agent:** FRANK OSWALD **Phone** **Note Type:** SN

who is handling this case, and who will be closing?

Open Date: 04/10/2007 15:23:29 **Agent:** FRANK OSWALD **Phone** **Note Type:** SN

No Inspection Required

Open Date: 04/10/2007 16:24:48 **Agent:** FRANK OSWALD **Phone** **Note Type:** RC

close per notes from above.

Open Date: 04/10/2007 16:40:02 **Agent:** FRANK OSWALD **Phone** **Note Type:** SN

send letter to customer stating the above from product compliance.

Open Date: 04/11/2007 11:22:27 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN

Writer reviewing.

Open Date: 04/11/2007 11:58:16 **Agent:** James Dowles **Phone** 4628 **Note Type:** SN

Letter drafted and forwarded to legal for review.

Open Date: 04/11/2007 13:13:49

Agent: James Dowles

Phone 4628

Note Type: SN

Reviewed by Legal:
April 11, 2007

██████████
Mc Allen, TX ██████████

Subject:Model:2005 E320W
VIN:WDBUF65J05A ██████████

Dear ██████████

This letter is in follow-up to your recent contact with the Mercedes-Benz Customer Assistance Center in reference to an accident you were involved in with the above referenced vehicle in March of 2007.

This will confirm that a Mercedes-Benz USA, LLC technical representative has reviewed photographs of your vehicle and has concluded that the impact damage they reflect is consistent with an impact creating a deceleration rate below the threshold for deployment of the front airbags for belted occupants. Rather, it appears that the system operated as designed in the accident which you sustained.

Accordingly, it is MBUSA's conclusion that the system operated properly in the subject accident.

Sincerely,

James D.
Case Manager

CC:Frank Berenz, Legal

Corr: 320487
Referral: 198917

Open Date: 04/30/2007 10:00:35
No Inspection Required

Agent: FRANK OSWALD

Phone

Note Type: SN

Open Date: 04/30/2007 11:01:49
close from field per above notes.

Agent: FRANK OSWALD

Phone

Note Type: RC

7/16/2010

Customer Assistance Referral

CA Ref ID: 199052 Priors: No Open Date: 03/15/2007 Status: CLS Last Update: 04/04/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: La Verne CA [Redacted] Corres ID:

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 23
Orig Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA
Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006
World VIN: WDDDJ76X66A [Redacted]
Mileage: 13600 Engine Number: 11399060047661
Prod Date: 09/06/2005 Warranty Start Date: 10/17/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 04/04/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

>	[Redacted], [Redacted], La Verne, CA [Redacted]	
[Redacted]	Primary	Residence
[Redacted]	Secondary	Residence
[Redacted],	Secondary	Residence
[Redacted]	Secondary	Business
[Redacted]	Secondary	Residence
[Redacted]	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/15/2007 18:04:03 **Agent:** Jose M Carbajal **Phone** 7855 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 13600
Warranty Start Date: 10/17/2005
Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] called the CAC requesting a "buyback" on his 2006 CLS55.

Customer claims vehicle has been to the dealership more than 5 time for a total of 36days out of service. Customer claims concerns include "SRS light, air conditioning vents, radio speakers, trunk lid, and moon roof malfunctions.

Customer claims he is currently in possession of the vehicle.

Customer claims he services vehicle at MB of Southbay.

Open Date: 03/16/2007 17:20:42 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
Devin / Steve,

Please have file available for review at my next visit.

Thanks.

Open Date: 03/20/2007 14:49:54 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** SN
SPOM reviewed with SD and SM. At this point SPOM will offer a lease payment or two as we believe there are no current issues.

Open Date: 04/04/2007 15:25:56 **Agent:** BRIAN BLOKDIJK **Phone** 7322 **Note Type:** RC
SM (Devin Q) reported that he has made 3 attempts to contact the customer with no success. Dates: 3/21, 3/27, 4/3.

Please close case as no contact.

7/16/2010

Customer Assistance Referral

CA Ref ID: 199206 Priors: No Open Date: 03/22/2007 Status: CLS Last Update: 04/05/2007

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Rancho Palos Verdes CA [Redacted] Corres ID:

Agent: Carol Pantua Phone: 4635 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 23

Orig Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA

Sell Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J66A [Redacted]

Mileage: 19698 Engine Number: 27296430158881

Prod Date: 08/22/2005 Warranty Start Date: 10/14/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 04/05/2007

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

Involved Information

> [Redacted], [Redacted], Rancho Palos Verdes, CA [Redacted]		
[Redacted],	Primary	Residence
[Redacted],	Secondary	Residence
[Redacted],	Secondary	Residence
[Redacted],	Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 03/22/2007 14:45:07

Agent: Carol Pantua

Phone 4635

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 19698

Warranty Start Date: 10/14/2005

Previous CA Referrals: None

Previous Summary Notes: 1131366, 1482544, 1599073, 1681660

Customer called and requested MBUSA Technical Assistance for many alleged electrical concerns with his vehicle. Customer claims he wants MBUSA "to fix it once and for all. I don't have time to keep bringing it back and forth to the dealer." Customer alleges that he currently has the SRS lamp on the dashboard.

Writer recommended that the vehicle be towed to the dealer if the SRS lamp is lit on the dashboard and not going off. Customer claims that he wants the vehicle brought to MB South Bay, which he claims is closest to his home.

Writer advised that his concern would be documented and reviewed. Writer advised customer to speak with MB South Bay's SM, when the vehicle is brought to the dealer. Writer called RAP, spoke with RAP Agent Jim, and conferenced the customer and RAP Agent to arrange the tow to MB South Bay [ticket# 3174946].

Writer called MB South Bay SM Devin Quella and left vm to advise him of customer's concern & request, and that vehicle is being towed to his dlr today.

Open Date: 03/23/2007 01:36:41

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: SN

Devin,

Please ask Larry to get involved with vehicle repairs and request TAC assistance if required.

Open Date: 04/02/2007 16:22:10

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: SN

SPOM spoke with Devin Q on 3/27. SM stated he left several message with customer with no return calls. SM attempted to contact customer with SPOM there. Customer told SM, "it was not a good time and he would call him back."

Open Date: 04/04/2007 15:30:59

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM met with SM (Devin Q) who stated the customer has not called Devin back since the last conversation on 3/27. At this point the case should be closed as no contact.

7/16/2010

Customer Assistance Referral

CA Ref ID: 199720 Priors: No Open Date: 04/17/2007 Status: CLS Last Update: 05/03/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Virginia Beach VA [Redacted] Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 1 Market: 9

Service Retailer: 80218 PHILLIPS AUTOMOTIVE VIRGINIA BEA VA Assign Agent: SOM - 34

Orig Retailer: 80218 PHILLIPS AUTOMOTIVE VIRGINIA BEA VA

Sell Retailer: 80218 PHILLIPS AUTOMOTIVE VIRGINIA BEA VA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J96A [Redacted]

Mileage: 20000 Engine Number: 27296430151870

Prod Date: 08/08/2005 Warranty Start Date: 12/31/2005

Close Agent: VINCENT ABUCEWICZ Field Closing Date: 05/03/2007

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

Involved Information

>	[Redacted]	[Redacted], Virginia Beach, VA [Redacted]
	[Redacted],	Primary Residence
	[Redacted],	Secondary Business
	[Redacted]	Secondary Mobile
	[Redacted],	Secondary Business
	999-999-9999,	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 04/17/2007 10:58:22 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 20000
Warranty Start Date: 12/31/2005
Previous CA Referrals: None

Previous Summary Notes: 1157038, 1597379

[REDACTED] phoned the CAC demanding MBUSA/Dealer terminate her lease on this vehicle.

Customer states that this vehicle has been to this dealer at least 4 times for complaints with the transmission not functioning. Customer also stated she had concern with SRS light, dealer repaired a "crimped wire in the steering column and the day after I got the car back I was making a turn and the car clumped and stopped....my daughter was in the passenger seat and could have been killed."

Customer stated that when SRS light first came on dealer advised that they would not have appt available for a week and a half. Customer states that only after she mentioned that her friend was a lawyer and was involved in an accident where airbags did not deploy did dealer ask her to bring vehicle in same day.

Writer apologized for her experience and advised that her concerns would be reviewed.

Open Date: 04/18/2007 07:18:24 **Agent:** VINCENT ABUCEWICZ **Phone** **Note Type:** SN
Writer received case, and will discuss with SM.

Open Date: 04/20/2007 11:58:15 **Agent:** VINCENT ABUCEWICZ **Phone** **Note Type:** SN
Pat Evans (SM) and writer discussed customer problems and request. Per service history writer declined to terminate lease. Vehicle was in 2nd time for transmission repair. The other repair was for the SRS system.

Recent repair has been completed and verified by SM. Vehicle was scheduled to be returned to owner today.

Open Date: 04/26/2007 15:57:04 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** SN
[REDACTED] phoned the CAC regarding vehicle and concerns. Customer stated that no one has contacted her but did state that she spoke with SM and sales rep.

Customer stated that SM stated to her that, "his hands are tied. He didn't build the car. When is an acceptable amount of times for a vehicle to be brought in with a safety issue before you do something?"

Writer advised that each situation is reviewed on a case-by-case basis. Writer advised that MBUSA's commitment to her is to repair vehicle per terms of warranty.

Customer stated that dealer can feel issue with trans but she will bring it in when it gets worse and "hopefully it won't strand me."

Open Date: 05/03/2007 13:08:31 **Agent:** VINCENT ABUCEWICZ **Phone** **Note Type:** RC
Vehicle left dealer, repaired 4/21/07. Pat Evans (SM) left telephone message for owner. Customer has not responded to SM. As per previous note, MB will not replace vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 199795 Priors: No Open Date: 04/19/2007 Status: CLS Last Update: 05/03/2007

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

City: Glendale CA [REDACTED] Corres ID: 321151

Agent: Christine Dingler Phone: 6361 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 26
 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: 2110651A [REDACTED] Model: E320W 2005
 World VIN: WDBUF65J25A [REDACTED]
 Mileage: 37002 Engine Number: 11294931929102
 Prod Date: 10/13/2004 Warranty Start Date: 12/21/2004

Close Agent: RON REYNOLDS Field Closing Date: 05/03/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [REDACTED] [REDACTED] Glendale, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Business
- > [REDACTED] - Representative, [REDACTED] Glendale, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Fax
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/19/2007 17:17:30

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: [REDACTED]

Contact name: John Akopian

Current Mileage: 37002

Warranty Start Date: 12/21/2004

Previous CA Referrals: None

Previous Summary Notes: 870710

Corres # 321151 Letter from atty Akopian, dated 4/11/07, sent certified mail on 4/12/07, received by writer and MBUSA on 4/19/07.

Letter demands repurchase of this vehicle stating vehicle has visited dealer for the following issues:

- 1) Wheels making noise when turning
- 2) Break pedal vibration
- 3) Vehicle vibrates at freeway speed
- 4) SRS light is on
- 5) Passenger warning light is not activated
- 6) Transmission vibrates/replaced mount
- 7) Electrical problems

Letter also states that vehicle has been to dealer at least 20 times.

Writer will send acknowledgment to atty advising that concerns will be reviewed.

Open Date: 04/23/2007 18:31:47

Agent: RON REYNOLDS

Phone

Note Type: SN

4/23/07 SPOM SENT VIN HISTORY TO SVC DIR TO BEGIN INVESTIGATION.(RR)

Open Date: 05/03/2007 12:57:34

Agent: RON REYNOLDS

Phone

Note Type: RC

5/3/07 SPOM PROCESSED BB# 4581.(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 199829 Priors: No Open Date: 04/20/2007 Status: CLS Last Update: 05/18/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Sun Valley CA [Redacted] Corres ID: [Redacted]

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer:05758	CALSTAR MOTORS, INC.	GLENDALE	CA	Assign Agent: SOM - 26
Orig Retailer: 05759	MERCEDES-BENZ OF ANA	ANAHEIM	CA	
Sell Retailer: 05759	MERCEDES-BENZ OF ANA	ANAHEIM	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110561A [Redacted]	Model: E350W	2006
World VIN: WDBUF56J26A [Redacted]		
Mileage: 12007	Engine Number: 72290600603950	
Prod Date: 03/01/2006	Warranty Start Date: 04/17/2006	

Close Agent: RON REYNOLDS	Field Closing Date: 05/18/2007
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Business
 - [Redacted] Secondary Fax
 - [Redacted] Secondary Business
- [Redacted] - L, [Redacted], Sun Valley, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 04/20/2007 16:39:34

Agent: John Hart

Phone 4669

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 12007

Warranty Start Date: 04/17/2006

Previous CA Referrals: None

Previous Summary Notes: None

Attorney Demand Letter:

The writer was assigned correspondence 321167 on 4/20/2007 from the law offices of [REDACTED] dated April 11, 2007. The following is quoted:

"Please be advised that this law firm has been retained by [REDACTED] to enforce his legal rights regarding the lease of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly as possible."

"...Due to numerous unsuccessful repair attempts which have substantially impaired the vehicle to him....Four separate repair attempts for SRS airbag defects in just 12 months and less than 12,003 miles of use."

"At this time, [REDACTED] is willing to return the subject vehicle to Mercedes-Benz of NA and settle this matter for a repurchase of the subject vehicle, including restitution in the subtotal amount of \$12,140.7".

"If I do not hear from you by May 11, 2007, I shall assume that Mercedes-Benz of NA is denying its obligations under the law and [REDACTED] will be left with no choice but initiate legal proceedings."

Attorney Mailgram Drafted:

Open Date: 04/24/2007 19:00:22

Agent: RON REYNOLDS

Phone

Note Type: SN

4/24/07 SPOM SENT VIN HISTORY TO SVC DIR TO BEGIN INVESTIGATION,(RR)

Open Date: 05/18/2007 13:20:37

Agent: RON REYNOLDS

Phone

Note Type: RC

5/18/07 SPOM PORCESSED BB#4610,(RR)

Customer Assistance Referral

CA Ref ID: 199962 Priors: No Open Date: 04/27/2007 Status: CLS Last Update: 06/01/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Claremont CA [Redacted] Corres ID: 321648

Agent: Christine Dingler Phone: 6361 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer:05145	PENSKE MOTORCARS	MONTCLAIR	CA	Assign Agent: SOM - 26
Orig Retailer: 05733	WALTER S AUTO SALES	RIVERSIDE	CA	
Sell Retailer: 05733	WALTER S AUTO SALES	RIVERSIDE	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110701A [Redacted]	Model: E500W	2005
World VIN: WDBUF70J25A [Redacted]		
Mileage: 21623	Engine Number: 11396730640486	
Prod Date: 11/30/2004	Warranty Start Date: 02/15/2005	

Close Agent: RON REYNOLDS	Field Closing Date: 06/01/2007
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted], Claremont, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Mobile
 - [Redacted], Expired Residence
- [Redacted] - Driver, [Redacted], Claremont, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Mobile
 - [Redacted], Expired Residence
 - [Redacted], Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/27/2007 11:27:47

Agent: Christine Dingler

Phone 6361

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 21623

Warranty Start Date: 02/15/2005

Previous CA Referrals: None

Previous Summary Notes: 1038994

Letter from [REDACTED] requesting technical assistance in repairs to this vehicle. Customers have also owned a 2000 E320.

Letter states vehicle has outstanding climate control complaint. Letter states that vehicle has been to this dealer for the following issues:

Airbag contact coil

WSS control unit

Faulty Alternator

a/c complaint

restraint system

a/c electronic blower motor regulator 4X

faulty clip on seat

Letter states, "We are fairly satisfied with Penske Motor Cars in Montclair and feel that Peter DiNoto, our adviser, has been extremely helpful."

Writer will send acknowledgment to customers advising that concerns will be reviewed on a local level.

Open Date: 04/30/2007 10:34:55

Agent: RON REYNOLDS

Phone

Note Type: SN

4/30/07 SPOM SENT EMAIL TO SVC MGR REQUESTING INVESTIGATION AND TAC INVOLVEMENT IF REQUIRED,(RR)

Open Date: 05/31/2007 12:54:25

Agent: RON REYNOLDS

Phone

Note Type: SN

5/30/07 DLR S/M (RANDY RODGERS) ADVISED HE DELIVERED VEHICLE TO CS AND CLIMATE CONTROL IS OPERATING NORMAL NOW,(RR)

Open Date: 05/31/2007 13:01:18

Agent: RON REYNOLDS

Phone

Note Type: RC

SEE ABOVE

7/16/2010

Customer Assistance Referral

CA Ref ID: 200020 Priors: No Open Date: 05/01/2007 Status: CLS Last Update: 06/05/2007

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

City: Skokie IL [Redacted] Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 4 Market: 1

Service Retailer: 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL Assign Agent: SOM - 29

Orig Retailer:

Sell Retailer:

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87J96X [Redacted]

Mileage: 25553 Engine Number: 27297230050073

Prod Date: 02/22/2005 Warranty Start Date: 04/18/2005

Close Agent: DONALD YOAKEM Field Closing Date: 06/05/2007

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

Involved Information

> [Redacted] - Owner, [Redacted], Skokie, IL [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/01/2007 12:21:00 Agent: Patricia Murdy Phone 6394 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 25553
Warranty Start Date: N/A
Previous CA Referrals: None

Previous Summary Notes: 642805, 643717, 682018

Customer contacted the CAC alleging that his vehicle is in the dealer for the 22nd time.

Customer claims that he has had numerous issues with the car and has reached the point of it being more than a lemon. Customer stated that right now it is in there for the SRS light being on. He stated that in the past he has had issues with "everything." Customer stated it is apparent the car will never be fully repaired and feels the only logical resolution would be to get a replacement vehicle.

Writer advised customer his comments would be documented and forwarded for review. Writer advised him it can take several business days.

Open Date: 05/02/2007 22:36:54 Agent: DONALD YOAKEM Phone 7424 Note Type: SN

SPOM has forwarded the contact information to the service mgr. for his review and comments.

Open Date: 05/21/2007 21:27:51 **Agent:** DONALD YOAKEM **Phone** 7424 **Note Type:** SN
SPOM has met with sales Mgr.. to discuss MBUSA assistance with trading the customer into another vehicle.

Open Date: 05/31/2007 08:41:52 **Agent:** DONALD YOAKEM **Phone** 7424 **Note Type:** SN
SPOM has been in contact with the dealer Sales Mgr. Mr. Gary Jones. SPOM has offered to assist with \$7000 of the difference (\$12,000) to place the customer into a new 2007 MB. Mr. Jones will review this with the customer and advise the SPOM.

Open Date: 06/04/2007 18:28:39 **Agent:** DONALD YOAKEM **Phone** 7424 **Note Type:** RC
SPOM has been advised by the dealer sales manager _Mr. Gary Joes that they have traded the customer into a new vehicle. MBUSA contributed \$7000 towards the trade to assist the customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 200044 Priors: No Open Date: 05/02/2007 Status: CLS Last Update: 05/14/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Aventura FL [Redacted] Corres ID: 321947

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 2 Market: 6

Service Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL Assign Agent: SOM - 29

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

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

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J96A [Redacted]

Mileage: 6315 Engine Number: 27296430171282

Prod Date: 08/29/2005 Warranty Start Date: 11/30/2005

Close Agent: ALLEN MAJEWSKI Field Closing Date: 05/14/2007

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

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 05/02/2007 09:43:52 Agent: John Hart Phone 4669 Note Type: PC

Primary Phone: [Redacted]

Contact name: [Redacted]

Current Mileage: 6315

Warranty Start Date: 11/30/2005

Previous CA Referrals: None

Previous Summary Notes: 1092367, 1678009

The writer was assigned Florida Defect Notification /correspondence # 321947 from customer [Redacted] this morning and letter was dated 4/26/2007.

"The vehicle has been out of service at least 15 days to repair one of more substantial defects."

"SRS light is on. Part on backorder #6315 Harness for drivers air bag."

Servicing dealer-MB of Miami

Florida Mailgram forwarded to SPOM for completion:

Open Date: 05/03/2007 08:19:51 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** SN
SOPR204 will discuss with SM Fidel Orantes today.

Open Date: 05/04/2007 08:51:09 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** SN
SOPR204 writes. Spoke with dealer SM regarding situation 5/3/07. Writer has not received a copy of defect notification to date. Please forward.

Open Date: 05/04/2007 11:30:00 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** SN
SOPR204 writes. FRA appointment has been set for Thursday May 10, 2007 at M-B of Miami. Letter to be mailed.

Open Date: 05/07/2007 09:36:53 **Agent:** John Hart **Phone** 4669 **Note Type:** SN

May 07, 2007

[REDACTED]
Aventura, FL [REDACTED]

Subject:Model:2006 E350W
VIN:WDBUF56J96A [REDACTED]

Dear [REDACTED]:

This will acknowledge receipt of your Motor Vehicle Defect Notification on May 1, 2007..

You are hereby directed to bring your vehicle to Mercedes-Benz of Miami on May 10 at 10:00 am for a Manufacturer's Final Repair Attempt. Upon your arrival at Mercedes-Benz of Miami Service Department, please ask to meet with Mr. Fidel Orantes.

If you are unable to keep this appointment, please contact Allen Majewski at 850-525-0813, extension 7234 to reschedule.

We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.

Sincerely,

John H.
Case Manager

Corr: 321947
Referral: 200044

Open Date: 05/14/2007 15:12:46 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** RC
SOPR204 writes. FRA was completed and car repaired. Customer picked up car from dealership on 5/14/07. Car was ready for pick-up 5/12/07.

7/16/2010

Customer Assistance Referral

CA Ref ID: 200102 Priors: No Open Date: 05/04/2007 Status: CLS Last Update: 06/06/2007

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

City: Vallejo CA [Redacted] Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: HO Region: 3 Market: 8

Service Retailer: 05641 MERCEDES-BENZ OF PLE PLEASANTON CA Assign Agent: SOM - 31
Orig Retailer: 05641 MERCEDES-BENZ OF PLE PLEASANTON CA
Sell Retailer: 05641 MERCEDES-BENZ OF PLE PLEASANTON CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J86A [Redacted]
Mileage: 39500 Engine Number: 72290600470003
Prod Date: 11/23/2005 Warranty Start Date: 01/13/2006

Close Agent: OPEN Field Closing Date: 06/06/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Driver, [Redacted], Vallejo, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
- [Redacted] [Redacted], Vallejo, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/04/2007 14:49:45

Agent: Jennifer Burton

Phone 7843

Note Type: PC

Primary Phone: [REDACTED]

Secondary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 39500

Warranty Start Date: 01/13/2006

Previous CA Referrals: None

Previous Summary Notes: 1103750

[REDACTED] phoned CAC requesting "replacement vehicle". Customer claims that vehicle has been to dealer a total of "10 times" for three specific issues:

1. "Vehicle wanders all over the road" (3 times). Customer claims that dealer has done repairs to address the issue including "suspension, tire rotation, new tires, alignments, and new software".
2. "Needle for gas gauge on instrument cluster disappears (5 times)".
3. "SRS light (2 times)".

Additionally customer claims that in addition to "inconvenience of traveling 100 miles round trip to dealer, customer has spent a considerable amount of money renting a loaner vehicle".

Writer advised customer that his request will be documented and forwarded to the appropriate party. Writer advised customer to remain in contact with SM Mike Moreno.

Open Date: 05/09/2007 12:17:42

Agent: RICHARD ZOLLMAN

Phone

Note Type: SN

SPOM reviewed with dealer 5-7-07, Dealer contacted customer who reports all issues had been resolved previously, but were concerned about future issues. Dealer has asked to discuss further with [REDACTED], when [REDACTED] makes himself available.

Open Date: 05/11/2007 11:49:23

Agent: RICHARD ZOLLMAN

Phone

Note Type: RC

Dealer contacted [REDACTED] Discussed concerns, Customer reports no continuing issue with car, but has concern about the future. Dealer offered goodwill ELW to ease their mind, customers satisfied with resolution.

Open Date: 05/21/2007 11:49:08

Agent: Christine Dingler

Phone 6361

Note Type: SN

Writer has sent e-mail to SPOM asking who/how he sent ELW request as ELW still does not appear in VMI.

Open Date: 06/06/2007 11:14:27

Agent: RICHARD ZOLLMAN

Phone

Note Type: RC

TS and Dealer indicate vehicle issue was resolved, ELW warranty was provided o customer as gesture of goodwill, customer satisfied,

Elw contract #

Rick:

The Goodwill ELW has been processed. Contract #1031684

Adele Ross

Pre-Owned Operations

7/16/2010

Customer Assistance Referral

CA Ref ID: 200235 Priors: Cus Open Date: 05/10/2007 Status: CLS Last Update: 09/11/2007

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

City: Albany GA [Redacted] Corres ID: 322811

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 2 Market: 2

Service Retailer: 17107 MERCEDES-BENZ OF BUC ATLANTA GA Assign Agent: SOM - 23
Orig Retailer: 17107 MERCEDES-BENZ OF BUC ATLANTA GA
Sell Retailer: 17107 MERCEDES-BENZ OF BUC ATLANTA GA
Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005
World VIN: WDBUF70J25A [Redacted]
Mileage: 40228 Engine Number: 11396730645232
Prod Date: 12/13/2004 Warranty Start Date: 01/09/2005

Close Agent: MIKE ELLIS Field Closing Date: 09/11/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted], Albany, GA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
- > [Redacted] - Representative, [Redacted], Albany, GA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 05/10/2007 17:01:11 Agent: William Maher Phone 6250 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 40228
Warranty Start Date: 01/09/2005
Previous CA Referrals: 99276

Previous Summary Notes: 226675, 242716, 247365, 1193061, 1479202

Writer received letter from [Redacted] Esq. dated 04/09/2007, and received on 05/10/2007.

Attorney states that he represents [Redacted] and her vehicle. They are requesting that the vehicle be exchanged or repurchased to due to multiple safety defects and numerous repair attempts to the electrical system, the SRS system, navigation system, brakes, the check engine light, and others.

Attorney is requesting to be contacted to discuss this matter further.

Open Date: 05/10/2007 17:12:51
May 10, 2007

Agent: William Maher

Phone 6250

Note Type: SN

[REDACTED]
Albany, GA [REDACTED]

Subject: Client: [REDACTED]
Model: 2005 E500W
VIN: WDBUF70J25A [REDACTED]

Dear [REDACTED]:

Thank you for your letter.

Our records do not reflect receiving a letter from your office dated March 20, 2007. Nevertheless, arrangements have been made for your client's concerns to be reviewed on a local level. You will be contacted shortly, if not already.

Sincerely,
William M.
Case Manager

Open Date: 05/14/2007 15:33:53 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Following up with dealer.

Open Date: 05/23/2007 15:23:05 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Still following up with dealership and Mark Kelly.

Open Date: 06/19/2007 11:08:17 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Just spoke with Bob Ackeridge, SM. He is looking into this and will call me back.

Open Date: 06/25/2007 11:40:51 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Just spoke with Bob Ackeridge, SM. He indicated the last time [REDACTED] was in was 02/02/07 when she had a SOS light on. The dealer diagnosed and ordered a part. She was contacted by the dealer to arrange an appointment and she has not returned for the installation/repair completion. Prior to that she had a check engine light which they repaired. Alerting Mark Kelly to contact Attorney.

Open Date: 06/25/2007 11:52:40 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Just sent the following e-mail to Mark Kelly and Mike Ellis:

"Hello Mark,
Would you please take a look at the subject Referral that an attorney is already involved and reply to him. I see this customer has had repairs but none that, in my opinion, are anything other than what should be regular warranty repairs or service. Also most of the repairs have been done at Mercedes-Benz of Buckhead, 17107. Mike, this is just a heads up for you as you may want to look at the referral for any comments you would want to add. Thanks.

Regards,

John W. Atkinson
Service & Parts Operations Manager
Southeast Region
Market 9
(P) 800-525-0813 x 7232
(C) 704-904-7290
(F) 704-541-1578
John.Atkinson@MBUSA.com"

Open Date: 07/02/2007 10:22:27 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Just e-mailed Frank Berenz for possible assistance.

Open Date: 07/06/2007 15:22:05 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Still waiting for reply.

Open Date: 07/11/2007 08:01:01 **Agent:** JOHN ATKINSON

Phone

Note Type: SN

Just sent Mark Kelly an e-mail checking on his follow up.

Open Date: 07/12/2007 07:35:24 **Agent:** JOHN ATKINSON

Phone

Note Type: SN

Received this e-mail from Mark yesterday: "trying to locate the file." I replied:

"Good Morning Mark,

If I need to assist in some way please let me know.

Regards,

John W. Atkinson

Service & Parts Operations Manager

Southeast Region

Market 9

(P) 800-525-0813 x 7232

(C) 704-904-7290

(F) 704-541-1578

John.Atkinson@MBUSA.com"

Open Date: 07/17/2007 15:49:31

Agent: JOHN ATKINSON

Phone

Note Type: SN

Just e-mailed Mark Kelly the following:

"Mark,
I think that would be the right thing to do. Will that be done thru your office?

Regards,

John W. Atkinson
Service & Parts Operations Manager
Southeast Region
Market 9
(P) 800-525-0813 x 7232
(C) 704-904-7290
(F) 704-541-1578
John.Atkinson@MBUSA.com

Mark Kelly/171/DCAG/DCX
07/11/2007 03:49 PM
To
John Atkinson/171/DCAG/DCX@WK-COOP
cc
Lois Grillo/171/DCAG/DCX@WK-COOP
Subject
Re: Fw: 2006 ML350 JOSEPH CLEMENT

John,

With 51 days down we need to reconsider repurchasing the vehicle unless we can reduce the days down to a reasonable number. Let me know your thoughts.

Mark

John Atkinson/171/DCAG/DCX
07/11/2007 07:25 AM
To
Mark Kelly/171/DCAG/DCX@WK-COOP
cc
Lois Grillo/171/DCAG/DCX@WK-COOP
Subject
Fw: 2006 ML350 JOSEPH CLEMENT

Good Morning Mark,
Just following up. I know there is a timeline that is closing fast and want to make sure we have done what is necessary. Has there been a reply to the attorney?

Regards,

John W. Atkinson
Service & Parts Operations Manager
Southeast Region
Market 9
(P) 800-525-0813 x 7232
(C) 704-904-7290
(F) 704-541-1578

(F) 704-541-1578
John.Atkinson@MBUSA.com

----- Forwarded by John Atkinson/171/DCAG/DCX on 07/11/2007 07:23 AM -----

John Atkinson/171/DCAG/DCX
07/09/2007 12:02 PM
To
Mark Kelly/171/DCAG/DCX
cc

Subject
Fw: 2006 ML350 JOSEPH CLEMENT

Good Afternoon Mark,
This is the update to the Clements case.

Regards,

John W. Atkinson
Service & Parts Operations Manager
Southeast Region
Market 9
(P) 800-525-0813 x 7232
(C) 704-904-7290
(F) 704-541-1578
John.Atkinson@MBUSA.com

----- Forwarded by John Atkinson/171/DCAG/DCX on 07/09/2007 12:01 PM -----

[REDACTED]
07/09/2007 09:22 AM
To
JOHN ATKINSON <ATKINSONJ@MBUSA.COM>
cc

Subject
2006 ML350 JOSEPH CLEMENT

JOHN,
AS PER YOUR REQUEST ON FRIDAY-

RO#	DATE	#OF DAYS IN SHOP
479837	JUNE5-JULY 2	27
479028	MAY 25-27	3
466794	DEC 19-29	9
461789	OCT 13-16	4
461264	OCT 6-9	4
459815	SEPT 19-21	3
441927	FEB 6	1
TOTAL DAYS IN SHOP		51DAYS

NOTE: THIS VEHICLE WAS ALSO REPAIRED AT THE DEALER IN HOUSTON, TX ALSO-I DO NOT KNOW THE NUMBER OF DAYS DOWN THERE.***

HAVE A GREAT WEEK!

BEST REGARDS,

[REDACTED]

Choose the right car based on your needs. Check out Yahoo! Autos new Car Finder tool.

Open Date: 07/19/2007 10:12:01

Agent: JOHN ATKINSON

Phone

Note Type: SN

Just followed up with Mark Kelly with the following e-mail:

"Hello Mark.,
Have you been able to get information on this yet?

This case opened in May. The following are the opening notes for the subject case. Don't know where to go from here.

"Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 40228
Warranty Start Date: 01/09/2005
Previous CA Referrals: 99276

Previous Summary Notes: 226675, 242716, 247365, 1193061, 1479202

Writer received letter from [REDACTED] Esq. dated 04/09/2007, and received on 05/10/2007.

Attorney states that he represents Carolyn Cook Chitwood and her vehicle. They are requesting that the vehicle be exchanged or repurchased to due to multiple safety defects and numerous repair attempts to the electrical system, the SRS system, navigation system, brakes, the check engine light, and others.

Attorney is requesting to be contacted to discuss this matter further."

John Atkinson
Service & Parts Operations Manager
Southern Region Market 9
Phone (800) 525-0813 x 7232
Field Office & Fax (704) 541-1578
Mobile (704) 904-7290
John.Atkinson@mbusa.com
www.onefound.info
"We Deliver the Dream!"

Mark Kelly/171/DCAG/DCX
07/11/2007 04:37 PM
To
John Atkinson/171/DCAG/DCX@WK-COOP
cc

Subject
Re: Fw: FASTRACC REFERRAL 200235 [REDACTED]

trying to locate the file.

John Atkinson/171/DCAG/DCX
07/11/2007 07:30 AM
To
Mark Kelly/171/DCAG/DCX@WK-COOP
^^

cc

Subject
Fw: FASTER REFERRAL 200235 [REDACTED]

Good morning Mark,
Any update on this referral yet?

Regards,

John W. Atkinson
Service & Parts Operations Manager
Southeast Region
Market 9
(P) 800-525-0813 x 7232
(C) 704-904-7290
(F) 704-541-1578
John.Atkinson@MBUSA.com

----- Forwarded by John Atkinson/171/DCAG/DCX on 07/11/2007 07:29 AM -----

John Atkinson/171/DCAG/DCX
06/25/2007 12:52 PM
To
Mark Kelly/171/DCAG/DCX
cc
Michael Ellis/171/DCAG/DCX@WK-COOP
Subject
FASTRACC REFERRAL 200235 [REDACTED]

Hello Mark,
Would you please take a look at the subject Referral that an attorney is already involved and reply to him. I see this customer has had repairs but none that, in my opinion, are anything other than what should be regular warranty repairs or service. Also most of the repairs have been done at Mercedes-Benz of Buckhead, 17107.
Mike, this is just a heads up for you as you may want to look at the referral for any comments you would want to add.
Thanks.

Regards,

John W. Atkinson
Service & Parts Operations Manager
Southeast Region
Market 9
(P) 800-525-0813 x 7232
(C) 704-904-7290
(F) 704-541-1578
John.Atkinson@MBUSA.com"

Open Date: 07/31/2007 06:55:24 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Just e-mailed Mark Kelly for a follow up.

Open Date: 08/02/2007 09:14:40 **Agent:** JOHN ATKINSON **Phone** **Note Type:** SN
Just called and left Mark Kelly a voice mail.

Open Date: 08/02/2007 09:39:20 **Agent:** JOHN ATKINSON **Phone** **Note Type:** TN
Just spoke with Mike Ellis and Mark Kelly. Transfer to Mike as the initial and most work was done at 17107.

Open Date: 08/06/2007 14:39:12 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN
Spom reviewed repair history at serving dealer and called Legal dept (Mark Kelly) to review.

Open Date: 08/07/2007 14:32:51 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom called clients representative 3 times at the number listed 229 436 4662 in the case and all three calls were answered by the phone company indicating this number has been temporarily disconnected. Spom to have CAC send fax to number listed requesting an updated phone number.

Open Date: 08/07/2007 14:51:22 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom obtained correct phone number and called clients representative at his office number. Client is out town till friday and will be back inthe office on Monday. Spom left cell number and region 800 number requesting contact from representative when he returns.

Open Date: 08/16/2007 14:50:36 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom has had no response to voicemail left on 8/7 . Spom called clients rep again and left message requesting contact . cell number furnishes again.

Open Date: 08/23/2007 14:16:27 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom has had no response from Client's attorney after leaving two phone calls a week apart requesting contact , number provided. Request letter be sent to attorney requesting contact or matter will be closed after 7/31/07

Open Date: 08/24/2007 12:21:00 **Agent:** Jessica Redzia **Phone** 6262 **Note Type:** SN

Writer received SPOM's request for a no contact letter to Michael Von Bremen. Writer will draft a no response letter from region for TLs approval.

Open Date: 08/24/2007 13:39:28 **Agent:** Jessica Redzia **Phone** 6262 **Note Type:** SN

The following letter will be sent to attorney Michael Von Bremen on behalf of SPOM:
August 24, 2007

[REDACTED]
Albany, GA [REDACTED]

Subject:Model:2005 E500W
VIN:WDBUF70J25A [REDACTED]

Dear [REDACTED]:

I have attempted to reach you by phone several occasions, without success.

Please contact my voice mail at 1-800-225-6262 (ext 7223) and leave a phone number where you can be reached during regular business hours, so that we may address your concerns.

I look forward to hearing from you.

Sincerely,

Mike Ellis
Service and Parts Operational Manager

CC: Mark Kelly, legal

Corr: 322811
Referral: 200235

Open Date: 09/07/2007 12:06:21 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** RC

To date no response from clients representative . Recommend closing case.

Open Date: 09/11/2007 14:36:24 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** RC

No response from clients reprsentative to date . Please close the case.

7/16/2010

Customer Assistance Referral

CA Ref ID: 200369 Priors: Both Open Date: 05/17/2007 Status: CLS Last Update: 07/05/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Fairfield CT [Redacted] Corres ID: 323332

Agent: Lois Grillo Phone: 4627 Orig By: M Orig CD: HO Region: 1 Market: 5

Service Retailer:09115 MERCEDES-BENZ OF FAI FAIRFIELD CT Assign Agent: SOM - 33
 Orig Retailer: 09115 MERCEDES-BENZ OF FAI FAIRFIELD CT
 Sell Retailer: 09115 MERCEDES-BENZ OF FAI FAIRFIELD CT
 Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006
 World VIN: WDDDJ76X06A [Redacted]
 Mileage: 25351 Engine Number: 11399060038480
 Prod Date: 12/09/2004 Warranty Start Date: 02/21/2005

Close Agent: GARRETT WETTERAUW Field Closing Date: 07/05/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] Fairfield, CT [Redacted]
 - [Redacted] Expired Residence
 - [Redacted] Expired Residence
 - [Redacted] Expired Residence
 - [Redacted], Expired Residence
 - [Redacted], Expired Business
 - 000-000-0000, Expired Residence
- > [Redacted] - Representative, [Redacted] Bridgeport, CT [Redacted]
 - [Redacted] Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/17/2007 14:02:37 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC
Primary Phone: 203-335-5141
Contact name: Joel Green
Current Mileage: 25351
Warranty Start Date: 02/21/2005
Previous CA Referrals: 182281

Previous Summary Notes: 858982, 860722, 901968, 928243

Escalated Referral --

Attorney, Joel Z. Green of Green and Gross, P.C., sent a demand letter dated 5-14-07 with attached spreadsheet via certified mail (7007 0220 0000 3368 5643) addressed to Ernst Lieb, Alan McLaren, MBUSA/CAC and M-B of Fairfield.

Attorney advised that he represents Steven Diamond of Fairfield, CT regarding the many issues which have arisen with respect to the performance of his 2006 CLS55. Attorney attached spreadsheet with alleges performance issues with this vehicle & dates of service (17 dates) and alleges that since this document was prepared, the vehicle has again been at dealer for repairs. Spreadsheet alleges issues with the phone, headlights, replaced SAM, SRS light and other warnings. Attorney also claims that dealer arranged to replace customer's previous 2005 E500 with the present vehicle pursuant to a "buyer's assist" program. Attorney demands the immediate replacement of the CLS55 or that the lease to this vehicle be terminated and, in either event, that appropriate arrangements be made to compensate [REDACTED] for the financial loss that he has suffered arising from the defective performance of the product.

Attorney also advises if "appropriate arrangements" are not made to deal with this matter, then they will be left with no alternative to resort to the various rights/remedies available by law. Attorney also advises that starting on June 2, 2007 (and each Saturday thereafter) [REDACTED] will park his vehicle in front to the dealer's showroom with a copy of the enclosed spreadsheet attached to a placard on the roof the vehicle.

Open Date: 05/17/2007 14:32:49 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
correspondence forwarded to SPOM and legal this date/time. Writer also called SPOM.

Open Date: 05/17/2007 14:43:58 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
May 17, 2007

Mr. Joel Green, Esq.
Green and Gross, P.C.
1087 Broad Street
Bridgeport, CT 06604-4261

Subject: Client: [REDACTED]
Model: 2006 CLS55
VIN: WDDDJ76X06A [REDACTED]

Dear Mr. Green:

Thank you for your letter to Ernst Lieb and Alan McLaren. After review, I have been asked to respond on their behalf.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Lois G.
Case Manager

CC: Garret Wetterauw, SPOM Rgn 1, Mkt 5
Gail Slaughter, Legal Dept.

Corr: 323332
Referral: 200369

Open Date: 05/18/2007 11:09:54 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** SN
Customer concerns are under review with General Manager Randall Seymore and P&S Dir Peter Zorzy. Dealer contacting customer to address his complaints today.

Open Date: 05/21/2007 14:05:36 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** SN
UAG attorney contacting customer's attorney today.

Open Date: 05/21/2007 15:58:30 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
Hard copy of corres #323332 dated 5-14-07 sent via certified mail (7007 0220 0000 3368 5629) postmarked 5-14-07 and received in CAC 5/21/07. This letter was addressed to Ernst Lieb at the 3 Paragon Dr. address. Acknowledgement was sent.

Open Date: 05/22/2007 16:55:43 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** SN
P & S Dir Peter Zorzy contacted Customer [REDACTED] at 5:15 last evening. Peter Zorzy asked customer what he was seeking and customer responded by stating that he didn't know. Customer advised Peter Zorzy that he would call him today to discuss what he wants.

Open Date: 05/25/2007 16:43:56 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
Writer sent reminder to SPOM for update.

Open Date: 05/29/2007 13:47:15 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
SPOM advises that this matter is being handled/reviewed appropriately with UAG's attorney & customer's attorney.

Open Date: 06/14/2007 12:30:51 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** SN
Dealer's and customer's attorneys have come to settlement terms. Vehicle to be returned to dealer once release is finalized.

Open Date: 07/03/2007 10:28:50 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** SN
Settlement finalized. Vehicle returned to dealer.

Open Date: 07/03/2007 10:29:10 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC
Pls see above

Open Date: 07/05/2007 10:56:48 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN
Per SPOM - customer is no longer with the brand; update relationships and marketing communications.

7/16/2010

Customer Assistance Referral

CA Ref ID: 200403 Priors: No Open Date: 05/21/2007 Status: CLS Last Update: 06/25/2007

Address: [Redacted]

Title:

Phone: [Redacted]

Business

City: Atlanta

GA [Redacted]

Corres ID:

Agent: Paul Harmon Phone: 7831 Orig By: P Orig CD: HO Region: 2 Market: 2

Service Retailer: 17319 JACKSON AUTOMOTIVE G MACON GA Assign Agent: SOM - 23

Orig Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA

Sell Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2006

World VIN: WDBUF26J36A [Redacted]

Mileage: 9816 Engine Number: 64896130134125

Prod Date: 05/16/2006 Warranty Start Date: 09/26/2006

Close Agent: MIKE ELLIS Field Closing Date: 06/25/2007

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

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 05/21/2007 10:12:16

Agent: Paul Harmon

Phone 7831

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 9000

Warranty Start Date: 09/26/2006

Previous CA Referrals: None

Previous Summary Notes: 1708122, 1719199

Customer requesting buy back.

[REDACTED] phoned CAC demanding that MBUSA buy back his vehicle. Customer claims excessive amount of repairs and MBUSA "has to take back this lemon." Customer claims that he has had 10 different transmission fluid leaks and many electrical issues. Customer claims that none of the dealers that he has taken vehicle to have been able to repair vehicle. Customer being very aggressive and demanding to speak with SPOM.

Writer advised customer that writer takes calls on behalf of SPOM. Writer advised customer that there concerns would be forwarded on to the appropriate parties for review. Writer advised customer to allow several business days to process the information and that SM at dealer is the point of contact.

Customer not happy with that response and demanded a 3 way call with SPOM right now.

Writer apologized and advised that his request for a buy back will be reviewed with the appropriate parties. Writer advised customer that his point of contact is SM at dealer.

Customer still does not want to accept that position. Customer is demanding that writer provide telephone number to SPOM.

Writer apologized and advised customer that writer takes calls on behalf of SPOM.

Customer terminated call

Open Date: 05/21/2007 10:14:32

Agent: Paul Harmon

Phone 7831

Note Type: SN

Writer spoke with SM (Rusty) who verified that vehicle has 9,000 miles and not 46,000. SM advised that vehicle is at dealer for a transmission fluid leak, SRS light on, and a minor issue with park assist mirror. SM advised that vehicle was brought to dealer this morning and they have not even looked at it yet.

Writer thanked SM for information.

Open Date: 05/21/2007 10:18:20

Agent: Mary Marten

Phone 6328

Note Type: SN

Customer contacted the CAC alleging that the service mgr and general mgr gave him the name of the regional mgr Michael Ellis and suggested calling in for his contact information.

Writer advised customer that his request would be documented and forwarded but writer could not supply him with any further information. Customer dissatisfied with writer's response demanding to know when Mr. Ellis would be returning his call, writer advised that she could not speak on behalf of Mr. Ellis's schedule nor could not promise a call back. Customer demanded to speak with a supervisor and writer advised that currently none were available and that he would not receive a different response from any one in this office. Customer demanded writer's name and extension and ended the call.

Open Date: 05/21/2007 15:02:52

Agent: Justin Haase

Phone 6302

Note Type: SN

Customer phoned regarding above note demanding to speak with the SPOM, stating "I want to speak with the regional representative NOW!".

Writer made customer aware that he was advised by previous rep that his request would need to be reviewed and that customers point of contact would be the SM of his dealer. Customer responded: "this sort of this takes five minutes it does not need to be reviewed further". Customer continued to repeat himself and asked the same questions of writer. Writer re-iterated what was advised to customer previously.

Customer hung up on writer.

Open Date: 05/21/2007 17:02:05

Agent: MICHAEL ELLIS

Phone

Note Type: SN

Spom spoke with dealer n Macon and verified the correct mileage on the car is 9816 not 46,000. Apparent typo by dealer 17107. Service mgr advised that before they could complete diagnosis of vehicle client returned and after advising owner that diagnosis was not complete , he stated he did not have time and took car . Service mgr indicated customer very hard to satisfy.

Open Date: 05/22/2007 11:02:49 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom called client and reviewed his concerns about trans shifting, SRS and mirror convenience feature. Client was very abusive and called writer knucklehead twice. He demanded that writer and our attorneys meet with him and his attorneys. Spom advised client that we do not have attorneys here in Atlanta. client made several negative statements about the dealership in Macon that he visited yesterday. Client demanded his car be repurchased and SPOM declined this request.. client was very argumentative and appears to been same with dealer in Macon. Client indicated he had an appointment at M B Buck head on Friday and SPOM advised him I would be there to look at his vehicle and issues and contact him once they are evaluated.

Open Date: 05/25/2007 14:10:19 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** SN

This note is being written by G. Zitzman on behalf of Jim Hormann who reports having direct contact with the Customer. The following is therefore documented:

1- Contact was made at 1:45 PM on 5/25/2007.

2-Customer had called the region and had a conversation with Judy Cobb who forwarded contact to Jim.

3-Customer demands buyback of vehicle and was informed that SPOM Ellis is the final decision maker regarding all requests.

4-That SPOM was at the Dealer and was reviewing issues and would contact the Customer before close of today's business.

Open Date: 05/29/2007 10:57:14 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom spoke with client and reviewed issues with SRS(corrected), trans not up shifting at times , and memory mirror. Spom advised client a T/S was inspecting vehicle today regarding issues with trans and mirror. T/S felt trans issue was client inadvertently bumping tip shift function on console shifter, that manually down shifts trans and does not up shift until shifter is manually up shifted or key is cycled, which is how client described complaint.

Open Date: 05/31/2007 10:34:50 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Client contacted Spom and claimed car still has oil leakfrom transmission and car was delivered dirt in area where SRS repairs wer completed. Spom agreed tohave client car picked up and a loaner furnnishes and and have engine and transmission area steam cleaned and check for leak by having paper placed under vehicle. Previous inspection of transmission ans belly pan did not show and leak. Dealer has been contacted to make arrangements for this issue. Client demanded car be repurchased and Spom denied his request . Spom offered to trade client into another vehicle and he declined that offer.

Open Date: 06/11/2007 11:53:52 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Dealer made appt to contact client on the morning of June 7th to arrange to pick car up as agreed previously. Dealer made several calls in the am and no response from client Dealer went to client residence and no one home. Client later called and said he left at 6:30 am for Macon Ga. Client told his Service advisor Carlos he would never do business with them again.

Open Date: 06/22/2007 15:05:16 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** SN

Spom was advised client had been at RBM of Atlanta . Spom called Client service mgr Pam Knowles and was advised client had been there with his c class and requested service , then told dealer he just wanted parts (air filter) put in his car as he does his own work.

This request was done. Later client called Client service manager and insisted they had given him the wrong air filter.

Client service mgr asked client where he was installing filter and he said, under the battery cover. client service mgr advised client that this was the location of the cabin air filter not the engine air filter . Client said , my mistake and indicated he would never return to an M B Dealer again. Case closed

Open Date: 06/22/2007 15:06:28 **Agent:** MICHAEL ELLIS **Phone** **Note Type:** RC

See notes 6/22/07

7/16/2010

Customer Assistance Referral

CA Ref ID: 200406 Priors: No Open Date: 05/21/2007 Status: CLS Last Update: 05/22/2007

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

City: New York NY [Redacted] Corres ID: [Redacted]

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 1 Market: 1

Service Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY Assign Agent: SOM - 23
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: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J56A [Redacted]
Mileage: 10600 Engine Number: 72290600647547
Prod Date: 03/30/2006 Warranty Start Date: 05/24/2006

Close Agent: JOHN MAYO Field Closing Date: 05/22/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted], New York, NY [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Residence
[Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/21/2007 11:28:47 Agent: Jose M Carbajal Phone 7855 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 10600
Warranty Start Date: N/A
Previous CA Referrals: None

Previous Summary Notes: 1607929, 1741531, 1758211, 1758727, 1759284

[Redacted] called the CAC claiming he is very dissatisfied with his 2006 E350 and requesting MBUSA to replace it with another vehicle.

Customer claims he had the vehicle in to the dealership 3 times for the SRS light and 2 times for brake grinding. Customer claims "this vehicle left me stranded in the middle of my vacation for about 3 days while waiting for it to get repaired." Customer believes vehicle is unreliable and will have many issues in the future. Customer is requesting for MBUSA to exchange his vehicle with another E350.

Customer claims vehicle is in his possession.

Open Date: 05/21/2007 13:18:11 **Agent:** STEVE DENNIS **Phone** **Note Type:** SN

Vehicle has never been to Rallye Motors for a warranty repair.
Service history does not support the customers claim, therefore MBUSA will not offer to replace the vehicle.

Open Date: 05/21/2007 15:45:32 **Agent:** John Hart **Phone** 4669 **Note Type:** SN

Writer was asked by SPOM to draft a letter respectfully declining buyback.

Open Date: 05/22/2007 15:21:57 **Agent:** John Hart **Phone** 4669 **Note Type:** SN

Steve,

Please advise on my drafted letter.....

JH

May 22, 2007

[REDACTED]
New York, NY [REDACTED]

Subject:Model:2006 E350W
VIN:WDBUF56J56A [REDACTED]

Dear [REDACTED]:

Thank you for contacting Mercedes-Benz USA, LLC.

Your request for the above referenced vehicle to be replaced by the manufacturer was reviewed by our Regional Service and Parts Operations Manager in conjunction with your dealership, Rallye Motors. After review, it was determined that your vehicles repair history does not qualify for replacement and must therefore respectfully decline to replace your E350.

We cannot overstate your importance to us as a Mercedes-Benz customer, or regret for your express disappointment. We are committed to honoring the terms of our Manufacture's New Limited Vehicle Warranty to perform any necessary repairs If required or applicable and stand to provide technical assistance should your dealer request it.

[REDACTED], we understand this is not the answer you anticipated however, we solicit your understanding of our company position.

The opportunity to review this matter is appreciated.

Sincerely,

John H.
Case Manager

CC: SPOM Steve Dennis
Charlie Ludemann, Service & Parts Director of Rallye Motors
(M) 516-318-4191

Open Date: 05/22/2007 15:23:16 **Agent:** John Hart **Phone** 4669 **Note Type:** SN

John,

The letter is fine with me, should I now close the contact out?

Regards,
Steven Dennis
Service & Parts Operations Manager

The writer submitted the above letter to be mailed to customer-we respectfully decline request of replacement.

Open Date: 05/22/2007 16:30:50

Agent: STEVE DENNIS

Phone

Note Type: RC

See the letter below to be sent to the customer:

May 22, 2007

[REDACTED]
New York, NY [REDACTED]

Subject:Model:2006 E350W

VIN:WDBUF56J56A [REDACTED]

Dear [REDACTED]:

Thank you for contacting Mercedes-Benz USA, LLC.

Your request for the above referenced vehicle to be replaced by the manufacturer was reviewed by our Regional Service and Parts Operations Manager in conjunction with your dealership, Rallye Motors. After review, it was determined that your vehicles repair history does not qualify for replacement and must therefore respectfully decline to replace your E350.

We cannot overstate your importance to us as a Mercedes-Benz customer, or regret for your express disappointment. We are committed to honoring the terms of our Manufacture's New Limited Vehicle Warranty to perform any necessary repairs If required or applicable and stand to provide technical assistance should your dealer request it.

[REDACTED], we understand this is not the answer you anticipated however, we solicit your understanding of our company position.

The opportunity to review this matter is appreciated.

Sincerely,
John H.
Case Manager

7/16/2010

Customer Assistance Referral

CA Ref ID: 200853 Priors: Both Open Date: 06/12/2007 Status: CLS Last Update: 07/11/2007

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

City: Glendale CA [Redacted] Corres ID: 325185

Agent: Lois Grillo Phone: 4627 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 23
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: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X86A [Redacted]
Mileage: 23530 Engine Number: 72290100521962
Prod Date: 12/22/2005 Warranty Start Date: 02/17/2006

Close Agent: CAROLYN DUCHENE Field Closing Date: 07/11/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- Robert Starr - Representative, 23277 Ventura Blvd, Woodland Hills, CA 913641002
818-225-9040, Primary Business
818-225-9042, Secondary Fax
- [Redacted] [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/12/2007 10:58:17 Agent: Lois Grillo Phone 4627 Note Type: PC

Primary Phone: 818-225-9040
Contact name: Robert Starr
Current Mileage: 23530
Warranty Start Date: 02/17/2006
Previous CA Referrals: 196652

Previous Summary Notes: None

Attorney, Robert L. Starr, sent a demand letter dated 6-02-07 via US mail (postmarked 6-06-07, received in CR 6-12-07). Attorney advises that he has been retained by Hamlet Baghumyan in regards to his claims against MB pursuant to the CA Civil Code Section 1793.2 and CA Civil Code 1793.22.

Attorney alleges "multiple mechanical problems qualifying vehicle for repurchase; attorney alleges his client has a continuing problem with the SRS system. Attorney requests that MB rep. contact him upon receipt of the letter.

Open Date: 06/12/2007 11:03:59
June 12, 2007

Agent: Lois Grillo

Phone 4627

Note Type: SN

Mr. Robert L. Starr, Esq.
The Law Office of Robert L. Starr
23277 Ventura Blvd.
Woodland Hills, CA 91364-1002

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X86A [REDACTED]

Dear Mr. Starr:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Lois G.
Case Manager

CC: Carolyn Duchene, SPOM Rgn 3, Mkt 4
Yvette Chang, Legal Dept.

CORRES.: 325185
REFERRAL: 200853

Open Date: 06/25/2007 10:38:17 **Agent:** Timothy Ucker **Phone** 7810 **Note Type:** SN

Ben Hill from Law Offices of Robert Starr contacted writer in request of SPOM's contact information. Rep alleges that he has important information to be shared with SPOM.

Writer advised SPOM's contact information is internal information we are to able to share from this office but, SPOM will be contacted and advised of the above by writer.

Mr. Hill is requesting contact a (818)225-9040

Open Date: 06/26/2007 14:49:46 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** SN

SPOM left message for Ben Hill. SPOM advised that vehicle history had been reviewed, and after meeting with SM Steve Schimkus on Thursday, a response will be sent. Left phone number for call back if necessary.

Open Date: 06/28/2007 10:47:11 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** SN
SPOM did not receive a return call from Ben Hill.

The following was faxed on 6/28.

VIA FACSIMILE ONLY

Dear Mr. Starr,

I have reviewed your demand letter dated June 2, 2007 in reference to [REDACTED] 2006 Mercedes Benz CLS500 (WDDJ75X86A [REDACTED]). I will agree to repurchase this vehicle.

I will agree to a mileage offset at 1,769 miles, which according to our records was the mileage that represented the first SRS complaint. At your earliest convenience could you please send me an updated list of demands for my approval along with the following documents:

- current vehicle registration
- sales/lease contract
- payoff quote from lien holder (or title/proof of payoff)
- current vehicle mileage
- billing records for requested attorney's fees

Best regards,

Carolyn Duchene
Service & Parts Operations Manager
Mercedes-Benz USA, LLC
24338 El Toro Road, Suite E139
1-800-225-6262, x7394

Open Date: 07/06/2007 12:33:22 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** SN
SPOM spoke to Ben Hill on 7/5. Still awaiting registration, payoff and mileage from Client. Will process buyback when documents are received.

Open Date: 07/11/2007 15:32:52 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** RC
All documents were received and buyback was entered into Netstar on 7/11.

No further action is required.

7/16/2010

Customer Assistance Referral

CA Ref ID: 201195 Priors: Cus Open Date: 06/27/2007 Status: CLS Last Update: 03/30/2009

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Baltimore MD [Redacted] Corres ID:

Agent: Timothy Ucker Phone: 7810 Orig By: P Orig CD: HO Region: 1 Market: 6

Service Retailer:00111 WASHINGTON RGN Assign Agent: SOM - 22

Orig Retailer: 34107 MERCEDES-BENZ OF ANN ANNAPOLIS MD

Sell Retailer: 34107 MERCEDES-BENZ OF ANN ANNAPOLIS MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X76A [Redacted]

Mileage: 13000 Engine Number: 11396730693358

Prod Date: 06/18/2005 Warranty Start Date: 07/18/2005

Close Agent: Robyn Letz Field Closing Date: 03/30/2009

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

Involved Information

➤ [Redacted] - Owner, [Redacted], Baltimore, MD [Redacted]		
[Redacted]	Primary	Residence
[Redacted]	Secondary	Mobile
[Redacted]	Secondary	Business
[Redacted]	Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 06/27/2007 14:20:32 **Agent:** Timothy Ucker **Phone** 7810 **Note Type:** PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 13000
Warranty Start Date: 07/18/2005
Previous CA Referrals: 120044

Previous Summary Notes: 1479571, 1794739

[REDACTED] alleges his airbags did not deploy during a head on collision.

Making left turn and a cement truck was making a left opposite of customer. Customer alleges they collided head on. When writer asked customer how fast he was traveling he stated, "I don't know but it was fast enough to do \$10,000 worth of damage."

Customer alleges that his insurance adjuster told him that the airbags should have deployed because they sensor was "cracked in half"

Customer stated, "I don't think I should be responsible for the depreciation of this car because its your fault the airbag didn't go off."

Writer advised that MBUSA will provide a position for the airbag allegation although, this is irrelevant to the fact that the vehicle was involved in a accident, causing its value to depreciate. Writer advised MBUSA will not be responsible for damage due to outside influence as this is.

When did the incident occur? Customer believes June 13th
Driver's name and name of occupants: Owner and Son Richard Friner
Where did the alleged incident occur? Crandall Lane in Ownings Mills MD
Were there passengers? Yes, son
Was anyone injured? Yes, legs and chest to son. Sore hips and neck for owner
Were seatbelts worn? Customer alleges yes
Where is the vehicle located now? Heritage Body Shop
Address, Phone and Contact person at Body Shop: 9428 Reisterstown Rd
Owings Mills, MD 21117
John or Dick (410) 356-1763
Police Report? Yes
Insurance Information: Incompass Insurance Agent Jim Schaftel (443)691-4450
Can customer forward photos to CAC? No

Writer apologized for any inconvenience, thanked customer for calling, and advised customer that all comments will be documented as well as shared with the appropriate parties for review.

Open Date: 06/28/2007 12:54:22 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Bill,

Please ask the customer to have the body shop take photos of the vehicle and send them to us. We will evaluate and then make a decision if an inspection is necessary.

Thanks,

Gary

Open Date: 08/14/2007 11:14:38 **Agent:** William Maher **Phone** 6250 **Note Type:** SN

Writer spoke with Dick at the body shop and was informed that he has some pictures in the computer and he will Email them to the writer.

Open Date: 08/15/2007 10:24:47 **Agent:** William Maher **Phone** 6250 **Note Type:** SN

Writer received one picture along with Email from body shop. Writer sending Email to Gary Bowne to see if anything further is needed.

Open Date: 03/30/2009 20:39:34 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** SN

No Inspection Required

Open Date: 03/30/2009 20:39:45 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** RC

no updates since 8/07

7/16/2010

Customer Assistance Referral

CA Ref ID: 201239 Priors: No Open Date: 06/28/2007 Status: CLS Last Update: 08/08/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Sun Valley CA [Redacted] Corres ID: 326362

Agent: William Maher Phone: 6250 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer:05758	CALSTAR MOTORS, INC.	GLENDALE	CA	Assign Agent: SOM - 26
Orig Retailer: 05154	W.I. SIMONSON	SANTA MONICA	CA	
Sell Retailer: 05154	W.I. SIMONSON	SANTA MONICA	CA	

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J16A [Redacted]

Mileage: 14349 Engine Number: 72290600595352

Prod Date: 02/23/2006 Warranty Start Date: 04/30/2006

Close Agent: RON REYNOLDS Field Closing Date: 08/08/2007

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

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
 - 858-485-9140, Primary Business
 - 619-232-5811, Secondary Business
 - 858-485-9961, Secondary Fax
 - 858-485-9332, Secondary Business
- [Redacted] [Redacted] Sun Valley, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/28/2007 17:42:42 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
Primary Phone: 858-485-9332
Contact name: William Mc Gee
Current Mileage: 14349
Warranty Start Date: 04/30/2006
Previous CA Referrals: None

Previous Summary Notes: None

Writer received letter from Mr. William R. McGee Esq. dated 06/21/2007, mailed 06/21/2007, and received on 06/26/2007.

Attorney states he represents [REDACTED] and his vehicle. They claim the vehicle qualifies under the terms of the California Lemon Law due to four repair attempts for the SRS/airbag, one repair attempt for the A/C, and one repair for the engine.

Attorney and customer are requesting to have the vehicle bought back and the sum of \$11, 923.44 refunded.

Mr. McGee is requesting to be contacted directly to discuss this matter further.

Open Date: 06/28/2007 17:44:31 **Agent:** William Maher **Phone** 6250 **Note Type:** SN
June 28, 2007

Mr. William Mc Gee
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

Subject:Client: [REDACTED]
Model:2006 E350W
VIN:WDBUF56J16A [REDACTED]

Dear Mr. Mc Gee:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,
William M.
Case Manager

Open Date: 07/02/2007 13:43:21 **Agent:** RON REYNOLDS **Phone** **Note Type:** SN
7/2/07 SPOM SENT VH TO SVC DIR TO BEGIN INVESTIGATION,(RR)

Open Date: 07/30/2007 20:29:44 **Agent:** RON REYNOLDS **Phone** **Note Type:** SN
7/30/07 SPOM COMPLETED REPAIR HISTORY REVIEW,MBUSA WILL REPURCHASE VEHICLE.CS ATTY WILL PROVIDE BB DOCS,(RR)

Open Date: 08/02/2007 15:03:48 **Agent:** RON REYNOLDS **Phone** **Note Type:** RC
8/2/07 SPOM PROCESSED BB# 4900,(RR)

Open Date: 08/02/2007 15:40:42 **Agent:** William Maher **Phone** 6250 **Note Type:** SN
Writer received Fax dated 07/26/2007 on 08/02/2007 from the attorney stating he has not heard anything regarding his client's vehicle. According to above notes, Attorney has been contacted since the 26th.

7/16/2010

Customer Assistance Referral

CA Ref ID: 201340 Priors: No Open Date: 07/05/2007 Status: CLS Last Update: 07/31/2007

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

City: North Hollywood CA [Redacted] Corres ID: 326918

Agent: Nicole Shababb Phone: 4619 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA Assign Agent: SOM - 27
Orig Retailer: 05154 W.I. SIMONSON SANTA MONICA CA
Sell Retailer: 05154 W.I. SIMONSON SANTA MONICA CA
Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006
World VIN: WDDDJ76X46A [Redacted]
Mileage: 20505 Engine Number: 11399060049942
Prod Date: 11/03/2005 Warranty Start Date: 03/04/2006

Close Agent: ROBERT MANSFIELD Field Closing Date: 07/31/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
 - 858-485-9140, Primary Business
 - 619-232-5811, Secondary Business
 - 858-485-9961, Secondary Fax
 - 858-485-9332, Secondary Business
- [Redacted], [Redacted] North Hollywood, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/05/2007 14:23:24

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: 858-485-9332

Contact name: William Mc Gee

Current Mileage: 20505

Warranty Start Date: 03/04/2006

Previous CA Referrals: None

Previous Summary Notes: 1265830, 1265878

CORR # 326918

William McGee sent a letter to Mercedes-Benz USA on behalf of his client [REDACTED] dated 06/26/07 and received by the CAC 07/03/07. Letter sent regular mail.

Attorney alleging his client's vehicle has suffered from a serious defect and nonconformity to warranty, including, but not limited to four separate attempts for the SRS/Airbag system.

Attorney is demanding Mercedes-Benz repurchase his client's vehicle.

Attorney requests that all contacts regarding this matter be directed to his office.

Writer will send attorney an acknowledgment.

Open Date: 07/10/2007 16:06:38

Agent: ROBERT MANSFIELD

Phone

Note Type: SN

Sent VH to SM for detailed review of repairs, NFF visits, and days down.

Open Date: 07/26/2007 13:45:18

Agent: ROBERT MANSFIELD

Phone

Note Type: RC

Based on a detailed analysis of the repair history it has been determined that MBUSA will repurchase this vehicle. Lawyer has been contacted and the dealer is compiling docs to complete process.

7/16/2010

Customer Assistance Referral

CA Ref ID: 201382 Priors: Both Open Date: 07/09/2007 Status: CLS Last Update: 08/17/2007

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Pembroke Pines FL [Redacted] Corres ID:

Agent: Paul Harmon Phone: 7831 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 29

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

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J75A [Redacted]

Mileage: 65000 Engine Number: 11396730649347

Prod Date: 01/12/2005 Warranty Start Date: 06/20/2005

Close Agent: ALLEN MAJEWSKI Field Closing Date: 08/17/2007

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

Involved Information

>	[Redacted]	[Redacted]	Pembroke Pines, FL [Redacted]
	[Redacted],	Primary	Residence
	[Redacted],	Secondary	Residence
	[Redacted],	Secondary	Residence
	[Redacted],	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/09/2007 09:46:18 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 65000
Warranty Start Date: 06/20/2005
Previous CA Referrals: 190133

Previous Summary Notes: 1078112, 1118024, 1165184, 1409129, 1583006, 1627287, 1763922

[REDACTED] phoned CAC extremely upset about ongoing issue with SRS system in vehicle. Customer claims that vehicle has been at dealer 6-7 times for SRS light on and customer did not feel that system was functioning properly. Customer claims that he "rear ended" another vehicle and none of the airbags deployed. Customer claims that his vehicle has \$8,000 of damage to the front end and cannot believe that his airbag did not deploy. Customer claims that for the second time he is requesting that MBUSA inspect his vehicle and "guarantee" him that his airbags are functioning properly. Customer claims that he advised body shop not to touch vehicle until MBUSA inspects it.

When did the incident occur? approx: 2 weeks ago

Driver's name and name of occupants: [REDACTED]

Where did the alleged incident occur? E Killian Drive & 97th ave Miami, FL

Were there passengers? no

Was anyone injured? driver of other vehicle had back pain

Were seatbelts worn? yes

Where is the vehicle located now? Dealers Certified Collision center

Address, Phone and Contact person at Body Shop:

954-421-1296 / Tara, or Billy 5300 NE 13th way Pompano Beach, FL 33064

Police Report? yes

Insurance Information: Geico

Can customer forward photos to CAC? no

Writer advised customer that his request would be turned over to the appropriate parties for review. Writer provided no time frame of when and if vehicle will be inspected and when he will receive a response.

Open Date: 07/09/2007 12:52:02 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Allen,

Please ask the dealer to provide photos of the vehicle damage and read codes from the SRS. We can then decide if an inspection is necessary. Also, please provide copies of the repair orders for the alleged ongoing SRS issue.

Thanks,

Gary

Open Date: 07/10/2007 11:38:02 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** SN
SOPR204 writes. Pictures and vehicle information sent to Gary Bowne 7/9/07 from SM Chuck Thompson at # 14123

Open Date: 07/18/2007 09:58:08 **Agent:** Timothy Ucker **Phone** 7810 **Note Type:** SN
Customer phoned the CAC requesting above status.

Writer advised information is currently being reviewed and at this time there are no updates available.

Writer advised that as soon as the position is available, it will be related.

Open Date: 07/25/2007 13:26:40 **Agent:** Tom Burns **Phone** 6306 **Note Type:** SN
Customer called CAC seeking an update for his case. Customer requested speaking to the highest level he could.

Writer stated that he was the highest level. Writer researched referral. Writer stated that pictures had been forwarded to appropriate parties by the SM Chuck Thompson. Codes have been forwarded as well. Writer stated that everything has been handled properly and procedure can take months.

Customer either hung up or we were disconnected.

Open Date: 08/15/2007 11:06:05 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** SN
No Inspection Required

Open Date: 08/15/2007 11:09:48 **Agent:** ALLEN MAJEWSKI **Phone** 7234 **Note Type:** RC
SOPR204 writes. All information has been given that was requested from field. Please close case.

Open Date: 08/16/2007 10:15:38

Agent: Gary Bowne

Phone 2719

Note Type: SN

Sorry for the delay in responding. This was a high hit above the frame rails. The damage to the vehicle was not sufficient to deploy the SRS. In addition, the customer did not sustain any injuries. If the customer has concerns about the function of the SRS, he should have the system checked by an authorized dealer. If they find a problem, we can assign someone to inspect.

Gary Bowne

7/16/2010

Customer Assistance Referral

CA Ref ID: 201489 Priors: No Open Date: 07/12/2007 Status: CLS Last Update: 08/13/2007

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

City: Santa Monica CA [Redacted] Corres ID:

Agent: Mary Marten Phone: 6328 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer:00333 L.A. RGN Assign Agent: SOM - 25

Orig Retailer: 05154 W.I. SIMONSON SANTA MONICA CA

Sell Retailer: 05154 W.I. SIMONSON SANTA MONICA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J46A [Redacted]

Mileage: 12633 Engine Number: 27296430084033

Prod Date: 05/10/2005 Warranty Start Date: 07/25/2005

Close Agent:Linda Tognetti Field Closing Date: 08/13/2007

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

Involved Information

- [Redacted] - Driver, [Redacted], Santa Monica, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Expired Residence
- [Redacted] - Owner, [Redacted] Santa Monica, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/12/2007 14:42:14
Training CACS0X8

Agent: Mary Marten

Phone 6328

Note Type: PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 12633
Warranty Start Date: 07/25/2005
Previous CA Referrals: None

Previous Summary Notes: None

Service Manager Tom Moss from WI Simonson contacted the CAC to advise that customer was requesting vehicle be inspected because airbags did not deploy during an accident yesterday. SM advised that vehicle was hit on rear door spinning vehicle around onto embankment on the other side of street. SM claimed that customer stated that police told her she was lucky to be in a Mercedes Benz. SM advised that customer will call the CAC with further details.

When did the incident occur? 7/11/07 afternoon
Driver's name and name of occupants: [REDACTED] and 2 children
Where did the alleged incident occur? exact location not known California
Were there passengers? yes 2 children of driver
Was anyone injured? driver and children are going to doctor today
Were seatbelts worn? yes
Where is the vehicle located now? Paul Lee Auto body
Address, Phone and Contact person at Body Shop: 115 La Cienega, Los Angeles, CA (310)652- 5373
Police Report? yes
Insurance Information: n/a
Can customer forward photos to CAC? unknown

Open Date: 07/12/2007 15:39:26 **Agent:** Justin Haase **Phone** 6302 **Note Type:** SN

Customer phoned the CAC regarding above note and provided additional information.

Customer alleged: Accident occurred at the intersection of Federal Ave and Rochester in Brentwood CA. Customer was traveling at 35mph and was struck on the drivers rear door. Vehicle was sent into a spin into oncoming traffic where it struck a vehicle with its front end. Vehicle was then sent over a curb and a parking sign up a four foot retainer wall partially through bushes ultimately stopping when the wall of an apartment complex was struck. Customer added that when the fire department and police arrived they advised her that the only reason she and her children were walking away from the accident unharmed was because she was driving a Mercedes and her seatbelt was on.

Customer has Hartford insurance and is working with Raymond Abate 800-811-4832 X41273. Customer also advised that she contacted the insurance co of the person who hit her and set up a claim with them, Mercury Insurance claim number [REDACTED] Customer advised that an adjuster from Hartford Insurance will be at the body shop in 48 hours.

Customer would like to know why none of her airbags deployed. Customer wanted it noted that she is willing to release the vehicle to MBUSA to have it examined however a rep would need to be sent out soon.

Writer advised customer that her concerns would be documented fully and forwarded on appropriately.

Open Date: 07/13/2007 13:46:24 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Carol,

Since there is no mention of injuries, please ask the customer to have the body shop send us photos of the damage and check the SRS via the key. We can then decide if an inspection is necessary.

Thanks,

Gary

Open Date: 07/13/2007 14:06:09 **Agent:** Carol Pantua **Phone** 4635 **Note Type:** SN

Writer called customer and left voicemail with customer requesting for pictures. Writer called Hartford Insurance Raymond Abate 800-811-4832 X41273 who advised that their Adjuster has not inspected the vehicle yet, but will share the pictures with MBUSA. Writer provided Insurance with tel#, case#, and email mailmaster@ mbusa.com.

Open Date: 07/16/2007 12:31:34 **Agent:** Jose M Carbajal **Phone** 7855 **Note Type:** SN

Customer called the CAC inquiring if above mentioned picture were received. Writer verified with Case Manager and advised customer pictures have been received and will be assigned for review shortly.

Open Date: 07/17/2007 11:22:36 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Customer contacted the CAC wanting to know if she should allow work to be performed on the vehicle before hearing from MBUSA.

Writer suggested that she does not have any work performed on the vehicle prior to receiving MBUSA's position. Writer advised that the pictures were received and were being reviewed.

Open Date: 07/19/2007 10:09:49 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** SN

CORR #327867

Customer sent the following e-mail to the CAC (which this writer forwarded to Gary Bowne, Frank Berenz, Gina Cila and Tom Brunner):

I received a message from Carol requesting that I send pictures (attached in two separate emails – this is 1 of 2) of my 2006 E350 because my side and front passenger airbags did not deploy during an accident I had on July 11, 2007. I was hit by a driver on my left side passenger door and was pushed into oncoming traffic where I hit another car coming towards me and was finally stopped by the wall in the picture. I would like an explanation as to why my airbags did not deploy.

Please call to acknowledge receipt of this email [REDACTED]

Many thanks - [REDACTED]

[REDACTED]

Open Date: 07/19/2007 12:32:53 **Agent:** Justin Haase **Phone** 6302 **Note Type:** SN

Customer Phoned back concerning above note and became slightly irate because she has not heard a response from MBUSA as to a timeframe that her vehicle will be looked at. Customer claimed that the vehicle is about to be taken apart and feels that that will make an examination of the vehicle difficult. Customer is also threatening litigation as she feels that it will require MBUSA to address her concern at an accelerated rate.

Writer apologized for customer concern and advised that her concerns would be documented.

Open Date: 07/24/2007 14:32:41 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

██████████ called and stated she wanted to know when her vehicle was going to be inspected because her Insurance co wants vehicle to be taken apart so it can be repaired.

Writer advised customer that I could not give her a date as I was not privy to the schedule of the technical specialist who perform these inspections.

Customer demanded to speak with writers manager.

Writer advised no one in this office would be able to provide her the information she was requesting.

Advised customer the case is being reviewed by the appropriate parties but this does take time.

Customer asked writer who would pay for the storage of vehicle while she was waiting for this specialist.

Writer advised this would be at her expense.

Customer stated this was unacceptable. Stated we had no right to drag our feet and take our time.

Writer reminded customer that she requested this inspection.

Customer claims dealer advised her to have it performed.

Customer just kept repeating that she was demanding the name of the person to whom she could speak, higher than an 800 clerk who could give her and answer to her question.

Writer advised again there was no one who she could speak with. Advised she had reached the highest level of escalation.

Customer asked who writer reported to.

Writer advised Executive Management.

Customer demanded to speak with someone else.

Writer advised she could speak with a case manager but that they would not have any additional information.

Transferred to case manager.

Open Date: 07/24/2007 17:08:52 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** SN

Writer spoke with customer at request of Carol.

Customer demands to know how long she will be without her vehicle. Writer advised that we inspect MB vehicles involved in accidents when requested by a customer, however, the process can take several months.

Writer explained that this is always by request not a routine occurrence.

Writer advised that no one here would tell her not have vehicle repaired.

Writer advised that if customer 's insurance company discovers that performance of the vehicle caused the accident they may seek recourse with MBUSA at a later date.

Writer advised that customer can wait for inspection or not but that we cannot predict how long it might be before a TS could be assigned to inspect the vehicle.

Writer suggested that customer speak with her insurance representative.

Open Date: 08/09/2007 15:01:33 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** SN

at request of TL, writer called customer and left message that a letter regarding this issue would be sent out soon.

Open Date: 08/13/2007 10:22:09 **Agent:** Linda Tognetti **Phone** 6268 **Note Type:** SN

No Inspection Required

Open Date: 08/13/2007 10:25:31

Agent: Linda Tognetti

Phone 6268

Note Type: RC

Following letter sent to [REDACTED]: (approved by G. Bowne and F. Berenz.)

"August 13, 2007

[REDACTED]
[REDACTED]
Santa Monica, CA [REDACTED]

Subject: Model: 2006 E350W

Serial No: WDBUF56J46A [REDACTED]

Dear [REDACTED]

This is in follow-up to your contact with this office.

We truly regret to hear of the unfortunate accident you had with your E350.

Upon receipt, our technical staff evaluated the pictures you provided, as well as the events described, and has determined on behalf of Mercedes-Benz USA, LLC that this type of impact would not have deployed the SRS system.

If you wish to obtain more information about the Mercedes-Benz restraint systems, you can go to our website, (<http://www.mbusa.com>), and print out the on-line brochure which provides background information on the purpose and function of the Mercedes-Benz seat belts, Emergency Tensioning Devices (ETDs), belt force limiters, air bag deployment logic, etc.

On the website, you can click on:

- Mercedes In Depth
- Mercedes Care
- Rescue Guide
- Seatbelts and Airbag PDF Brochure

The opportunity to review this matter is appreciated.

Sincerely,

Linda Tognetti
Team Leader, Customer Relations

LT/jla

Corres. 329923"

7/16/2010

Customer Assistance Referral

CA Ref ID: 201693 Priors: No Open Date: 07/24/2007 Status: CLS Last Update: 08/02/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Glendale CA [Redacted] Corres ID: 328414

Agent: Susan Cunningham Phone: 7815 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer:05758	CALSTAR MOTORS, INC.	GLENDALE	CA	Assign Agent: SOM - 26
Orig Retailer: 05737	DOWNTOWN L. A. MOTOR	LOS ANGELES	CA	
Sell Retailer: 05737	DOWNTOWN L. A. MOTOR	LOS ANGELES	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J95A [Redacted]		
Mileage: 25784	Engine Number: 11294931924208	
Prod Date: 10/08/2004	Warranty Start Date: 12/31/2004	

Close Agent: RON REYNOLDS	Field Closing Date: 08/02/2007
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

- [Redacted], Glendale, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - Robert Wiener - Representative, 3150 Montrose Ave, La Crescenta, CA 912143688
 - 818-249-5291, Primary Business
 - 818-249-4329, Secondary Fax
 - [Redacted] - Driver, [Redacted], Glendale, CA [Redacted]
- ,

Customer Assistance Referral -- Full Notes

Open Date: 07/24/2007 11:36:07 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** PC
Primary Phone: 818-249-5291
Contact name: Robert Wiener
Current Mileage: 25784
Warranty Start Date: 12/31/2004
Previous CA Referrals: None

Previous Summary Notes: None

Writer received Corres.# 328414 - Letter from Robert A. Weiner, Esq. dated and 07/18/07, Certified Mail, and received in CAC 07/23/07.

Letter states Mr. Wiener is representing his clients [REDACTED] and [REDACTED] for vehicle repurchase under Ca. "Lemon Law". Mr. Wiener alleges vehicle has been at Calstar numerous times for engine and electrical malfunctions, SRS, AC, brake and steering problems.

Copies of vehicle service records and lease agreement are included with letter.

Copies to be forwarded to SPOM/Regional Attorney.

:

Open Date: 07/24/2007 11:44:22 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
Below attorney acknowledgement letter sent:

July 24, 2007

Mr. Robert Wiener
3150 Montrose Ave
La Crescenta, CA 91214-3688

Subject:Client: [REDACTED] and [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J95A [REDACTED]

Dear Mr. Wiener:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Susan C.
Case Manager

Corr: 328414
Referral: 201693

Open Date: 07/29/2007 22:41:01 **Agent:** RON REYNOLDS **Phone** **Note Type:** SN
7/29/07 SPOM SENT VH TO SVC MGR TO BEGIN INVESTIGATION,(RR)

Open Date: 07/30/2007 21:39:02 **Agent:** RON REYNOLDS **Phone** **Note Type:** RC
7/30/07 2:00PM,DLR SVC DIR CONTACTED CS ATTY R WIENER AND DECLINED REPURCHASE REQUEST, CS ATTY SAID HE DOESN'T RECALL CS NAME BUT WILL FORWARD POSITION TO ASSOCIATE,(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 201806 Priors: No Open Date: 07/31/2007 Status: CLS Last Update: 08/22/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Beverly Hills CA [Redacted] Corres ID: 329057

Agent: Lois Grillo Phone: 4627 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 25
 Orig Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
 Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
 Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
 World VIN: WDDDJ75X16A [Redacted]
 Mileage: 16386 Engine Number: 11396730651765
 Prod Date: 02/14/2005 Warranty Start Date: 03/30/2005

Close Agent: HECTOR VILLEGAS Field Closing Date: 08/22/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- Alan Golden - Representative, 16830 Ventura Blvd Ste 347, Encino, CA 914361749
 - 818-784-1224, Primary Business
 - 818-784-6616, Secondary Business
 - 818-784-1523, Secondary Fax
 - 818-222-2576, Secondary Residence
 - 818-986-2627, Expired Fax
- [Redacted] Beverly Hills, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/31/2007 12:22:31 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Primary Phone: 818-784-1224
Contact name: Alan Golden
Current Mileage: 16386
Warranty Start Date: 03/30/2005
Previous CA Referrals: None

Previous Summary Notes: 680497, 702203, 871352

Attorney, Alan R. Golden, sent a demand letter dated 7-19-07 via certified mail (envelope not included) received in Legal 7-24-07 & CR 7-31-07 (no repair invoices attached). Attorney advises that he has been retained by Mrs. Shaouli regarding her vehicle and alleges continuing malfunctions to transmission, SRS light, check engine light, remote control entry. He advises that his client revokes acceptance of the vehicle and rescinds the lease pursuant to the Song-Beverly Consumer Warranty Act (1790 et seq.) and other applicable provisions of the law.

Attorney advises that his client requests a full refund of the lease price paid and payable for the vehicle, together with her related damages according to the law, attorney fees and costs and arrangements must be completed through his office by Aug. 3, 2007.

Attorney also advises that if MB wishes to inspect the vehicle, arrangements must be made through this office by Aug. 20, 2007; "thereafter, it may be disposed of without further notice to you".

Open Date: 07/31/2007 12:27:03 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

July 31, 2007

Mr. Alan R. Golden, Esq.
Law Offices of Alan R. Golden
16830 Ventura Blvd.
Suite 347
Encino, CA 91436-1749

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X16A [REDACTED]

Dear Mr. Golden:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Lois G.
Case Manager

CC: Hector Villegas, SPOM Rgn 3, Mkt 4
Yvette Chang, MBUSA

Corr: 329057
Referral: 201806

Open Date: 08/22/2007 15:56:22 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** RC

SPOM contacted atty and initiated buyback. Atty will contact his client. SPOM will close this case.

Customer Assistance Referral

CA Ref ID: 202019 Priors: Cus Open Date: 08/09/2007 Status: CLS Last Update: 08/28/2007

Address: [Redacted]

Title:
Phone: - -

City: La Place LA [Redacted] Corres ID:

Agent: Ray Daniels Phone: 7824 Orig By: P Orig CD: HO Region: 2 Market: 3

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 31

Orig Retailer: 32507 MERCEDES-BENZ OF NEW METAIRIE LA

Sell Retailer: 32507 MERCEDES-BENZ OF NEW METAIRIE LA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110261A [Redacted] Model: E320CDI 2005

World VIN: WDBUF26JX5A [Redacted]

Mileage: 43000 Engine Number: 64896130073184

Prod Date: 05/05/2004 Warranty Start Date: 06/11/2004

Close Agent:MIKE WYLIE Field Closing Date: 08/28/2007

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

Involved Information

- > [Redacted] - Owner, [Redacted], La Place, LA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
- > [Redacted] - Driver, [Redacted] La Place, LA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence

Involved Information

➤ [REDACTED] - Driver, [REDACTED] La Place, LA [REDACTED]
[REDACTED] Secondary Residence
[REDACTED], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/09/2007 16:33:38 **Agent:** Raynell Daniels **Phone** 7824 **Note Type:** PC

Primary Phone: 5 [REDACTED]
Contact name: [REDACTED]
Current Mileage: 43000
Warranty Start Date: 06/11/2004
Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] Jr. contacted the CAC and is requesting technical assistance.

[REDACTED] claims "I was involved in an accident 2 days ago and the air bags didn't deploy. I was hit from the side and the driver was driving about 35mph which, caused both the driver and passenger driver rear doors to be damaged. I was hit and knocked unconscious for about 3-5 minutes. I own many Mercedes cars and don't understand why the airbag didn't deploy. After the accident there was a light that came on saying air bag malfunction. I thank god that I didn't get hit any harder because it would have been a bad situation. Anyway, the car is currently at my house and it's drivable but, you would have to climb through the passenger side to get into the drivers seat. I would like to be contacted by some one at the head office to arrange the car coming to their dealership as I will not be bringing it there and if Mercedes wants to keep me as a customer they will take care of this for me."

Writer advised the customer that his request would be submitted.

When did the incident occur?

8-7-07

Driver's name and name of occupants:

[REDACTED]
Where did the alleged incident occur?

intersection of US 61 about 30 yards
off the hwy on Main St.

Were there passengers?

No

Was anyone injured?

"knocked unconscious 3-5 minutes. but, wasn't
taken to the hospital."

Were seatbelts worn?

Yes

Where is the vehicle located now?

at his house, "it's drivable but, have to go through
the passenger side door."

Address, Phone and Contact person at Body Shop:

Police Report?

Police report not available as of yet, item#2007-27115

St. John The Baptist Parish Office

Insurance Information:

Progressive Insurance Claim [REDACTED]

Can customer forward photos to CAC?

No

Open Date: 08/10/2007 09:56:18

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Ed,

Can you arrange for the vehicle to be brought to the dealer and have some photos taken of the damage? They should also run an SDS check for SRS codes. Let me know the results. I will get you a damage code the dealer can use to charge us for the work, just remind me when you send the information.

Thanks,

Gary

Open Date: 08/20/2007 11:02:22

Agent: EDWARD HOEFL

Phone

Note Type: SN

Gary,

vehicle was inspected at Mercedes-Benz of New Orleans by shop foreman, Steve Edwards, Parts and Service Director, Jerry Radaci, and myself.

Photos were taken and CD ROM is being Fedex to your office. Hit occurred low on the drivers side, low on the door. Their doesn't appear to be damage to the B Pillar, but hard to said, as we could not open door. No airbags deployed.

Checked for SRS code with SDS, and no fault codes appear. Print outs will be provided with CD ROM of photos.

Police report was also faxed over to field office and will be provided with CD ROM.

Please let me know if you need any further information. I have contacted [REDACTED] and told him that I would get back to him after you reviewed the information, and if there was any further inspections to be conducted. I also instructed dealer not to begin repair of vehicle until we heard from you.

Open Date: 08/27/2007 17:58:18

Agent: EDWARD HOEFL

Phone

Note Type: RC

Writer worked with Tom Brunner, MBUSA Product Analysis, to review findings of alleged non-deployment of airbags. After review of photos taken of impacted areas on the vehicle, information from SDS print outs of vehicle diagnostic systems, there appear to be no fault codes or other anomalies that would indicate anything out of the ordinary. MBUSA's position was that the vehicle functioned as designed.

Writer had made attempt to contact customer on August 24, 2007 and was not able to contact customer. A follow-up call was made on August 27, 2007, and writer was able to communicate MBUSA's position concerning the vehicle.

Writer apologized for taking so long on a decision and thanked customer for allowing MBUSA to inspect vehicle. Writer did inform the customer that after careful review with Product Compliance, the vehicle had operated as designed.

Customer calmly, but matter of factly, said to "tell Mercedes" that they would lose a customer. He further stated he had reviewed the damage with 2 experts (body shop/collision damage), and also reviewed the damage with two insurance agents. Both collision damage experts and insurers stated the airbags should have deployed. Customer stated he was glad that he had sought the advise of two groups of experts, because he "knew this was going to happen".

Customer stated there would be a lawsuit. Customer specified class action. Customer wished the writer "Good Luck", and terminated the conversation.

7/16/2010

Customer Assistance Referral

CA Ref ID: 202025 Priors: Both Open Date: 08/10/2007 Status: CLS Last Update: 09/10/2007

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

City: Jonesboro AR [Redacted] Corres ID:

Agent: Ray Daniels Phone: 7824 Orig By: P Orig CD: HO Region: 2 Market: 3

Service Retailer: 74320 MERCEDES-BENZ OF MEM MEMPHIS TN Assign Agent: SOM - 31
Orig Retailer: 74320 MERCEDES-BENZ OF MEM MEMPHIS TN
Sell Retailer: 74320 MERCEDES-BENZ OF MEM MEMPHIS TN
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J56A [Redacted]
Mileage: 7262 Engine Number: 27296430066786
Prod Date: 03/31/2005 Warranty Start Date: 11/28/2005

Close Agent: MIKE WYLIE Field Closing Date: 09/10/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted], Jonesboro, AR [Redacted]
[Redacted] Primary Business
[Redacted] Secondary Business
- [Redacted] - Driver, [Redacted] Jonesboro, AR [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/10/2007 10:52:03

Agent: Raynell Daniels

Phone 7824

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 7262

Warranty Start Date: 11/28/2005

Previous CA Referrals: 195270

Previous Summary Notes: None

[REDACTED] contacted the CAC and is requesting technical assistance.

[REDACTED] claims "I have taken my car to the dealership at least 6 or 7 times already for the same issue. The problem was first with the SRS light and now it because the battery doesn't hold a charge so they suggested a charger or something that I have to put on my car. I want it to be clear that I didn't purchase a 50K car to have to have it hooked up to a charger every day and to be told by my SA and SM Wes that they can't find out what is wrong with my car. I have it hooked up now but, will be calling the dealership to make some arrangements for me to bring it in but, because the dealership is so far I don't want to drive up there for nothing. Anyway, I am asking that MBUSA helps me out with this as I don't believe the technicians at the dealer know what they are doing."

Writer advised the customer that his request would be submitted.

Open Date: 08/13/2007 13:51:55

Agent: EDWARD HOEFL

Phone

Note Type: SN

Writer will follow-up with SM, Wes Burrows.

Open Date: 09/10/2007 11:02:14

Agent: EDWARD HOEFL

Phone

Note Type: RC

Writer agreed to offer customer trade assistance, as customer has lost confidence in vehicle. Writer received update status on August 28, 2007 regarding trade assist for customer:

Good news. This customer you gave me \$5000 for TOA came in and bought a new car today!!

Close it if you want. Thank you very much!

Wes

Customer is satisfied with out.

7/16/2010

Customer Assistance Referral

CA Ref ID: 202154 Priors: No Open Date: 08/17/2007 Status: CLS Last Update: 09/11/2007

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Glendale

CA [Redacted]

Corres ID: 330380

Agent: Nicole Shababb Phone: 4619 Orig By: M 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: Y Mailgram Sent: Y

DBAG VIN: 2110701A [Redacted] Model: E500W 2005

World VIN: WDBUF70J35A [Redacted]

Mileage: 21826 Engine Number: 11396730605100

Prod Date: 06/29/2004 Warranty Start Date: 09/30/2004

Close Agent: CAROLYN DUCHENE Field Closing Date: 09/11/2007

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

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
 - 858-485-9140, Primary Business
 - 619-232-5811, Secondary Business
 - 858-485-9961, Secondary Fax
 - 858-485-9332, Secondary Business
- [Redacted], Glendale, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/17/2007 10:00:50

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: 858-485-9332

Contact name: William Mc Gee

Current Mileage: 21826

Warranty Start Date: 09/30/2004

Previous CA Referrals: None

Previous Summary Notes: 897169

CORR # 330380

William McGee sent a letter to Mercedes-Benz on behalf of his client [REDACTED] dated 08/07/07 and received by the CAC 08/15/07. Letter was sent regular mail.

Attorney alleging the vehicle has had "six separate repair attempts for the transmission system, two repair attempts for the engine, two repair attempts for the alignment and one repair attempt for the SRS/airbag system."

Attorney is demanding MBUSA terminate [REDACTED] lease as well as reimburse him for all lease payments he had made and attorney's fees.

Attorney requests that all contacts regarding this matter be directed to his office.

Writer will send attorney an acknowledgement.

Open Date: 09/06/2007 19:44:07 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** RC

SPOM has reviewed service history and determined that vehicle does not qualify for repurchase. The following was emailed to Mr. McGee on behalf of his client on 9/5. No further action is necessary at this time.

September 6, 2007

The Law Offices of William R. McGee
Bernardo Executive Center
16855 West Bernardo Drive, Suite 380
San Diego, CA 92127
Attn: William R. McGee

Re: [REDACTED] 2005 Mercedes-Benz E500W
VIN: WDBUF70J35A [REDACTED]

VIA EMAIL ONLY

Dear Mr. McGee:

On behalf of Mercedes-Benz USA, LLC, I have reviewed your August 7 letter sent on behalf of your client [REDACTED] concerning his 2005 Mercedes-Benz E500W bearing Vehicle Identification Number WDBUF70J35A [REDACTED]. I recognize that your client has experienced inconvenience and possibly frustration in connection with the servicing of his Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Los Angeles area. I have reviewed your client's repair history to date with Service Manager Carl Boyd at Downtown L.A. Motors, and have determined that this vehicle does not qualify for the refund under the Lemon Law that your letter seeks.

Specifically, we believe that the lack of a specific recurring complaint and overall nature of the repair issues reflected in the history to date does not meet the level required under the law to justify a repurchase or replacement. We also believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect. Also, [REDACTED] returned to Downtown L.A. Motors for routine maintenance in June of 2007. This visit occurred more than six months after his last repair visit, and at this time he did not mention that his vehicle was exhibiting any of the issues that had been previously successfully repaired at Downtown L.A. Motors. Based on the review of your client's service history, we are confident that the subject vehicle is repaired at this time. Mercedes-Benz must therefore decline to repurchase your client's E500W.

Even though your client's vehicle does not qualify for repurchase based on its repair history to date, we are willing to consider other alternatives. For example, we can discuss a measure of compensation for any inconvenience or annoyance your client may have experienced. If you would like, I would be happy to discuss those alternatives with you at a time of mutual convenience.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your client's E500W.

Sincerely yours,

Carolyn Duchene
Service & Parts Operations Manager - MBUSA

cc: Carl Boyd, Downtown L.A. Motors
Mercedes-Benz Customer Assistance Center

Open Date: 09/11/2007 13:27:01 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** RC

SPOM has confirmed with CAC that it is not necessary to follow up with a hard copy letter. Email communication is sufficient. No further action is necessary at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 202292 Priors: No Open Date: 08/23/2007 Status: CLS Last Update: 09/17/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Roswell GA [Redacted] Corres ID:

Agent: Jessica Redzia Phone: 6262 Orig By: P Orig CD: HO Region: 2 Market: 2

Service Retailer: 17302	R B M OF ATLANTA, IN	ATLANTA	GA	Assign Agent: SOM - 24
Orig Retailer: 17302	R B M OF ATLANTA, IN	ATLANTA	GA	
Sell Retailer: 17302	R B M OF ATLANTA, IN	ATLANTA	GA	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2112651A [Redacted]	Model: E320S	2005
World VIN: WDBUH65J15A [Redacted]		
Mileage: 36063	Engine Number: 11294931850099	
Prod Date: 06/24/2004	Warranty Start Date: 08/06/2004	

Close Agent: JEFF HUBBARD	Field Closing Date: 09/17/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted], Roswell, GA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
- [Redacted] Driver, [Redacted], Roswell, GA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Mobile
 - [Redacted] Secondary Business
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/23/2007 14:53:58 **Agent:** Jessica Redzia **Phone** 6262 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 36063
Warranty Start Date: 08/06/2004
Previous CA Referrals: None

Previous Summary Notes: None

Customer was transferred to writer by a Tier 2 representative. Customer claimed she was involved in an accident today and alleged her airbags did not deploy, which has allegedly caused head and neck injuries.

Customer stated, "I was the middle car in a five car pile, and none of my airbags deployed. My head snapped back and then hit the steering wheel. The reason I bought this car was for the safety, and it has failed. I need a Mercedes specialist to come inspect the car because I feel it is defective. I am going to urgent care right now for medical assistance".

Writer informed customer her concerns would be documented and forwarded to the appropriate parties for review.

Customer also requested a RAP technician visit her home to disconnect her battery and claimed her alarm was going off every 15 seconds and Teleaid kept trying to connect. Customer alleged she was also receiving a "restraint system malfunction" message in the vehicle's display. Writer called tech who stated he would be glad to assist, and writer sent out a page.

When did the incident occur? 8/23/07

Driver's name and name of occupants: [REDACTED]

Where did the alleged incident occur? Wood Lawn Dr in Roswell, GA

Were there passengers? no

Was anyone injured? yes- customer claimed head and neck injuries from hitting the steering wheel

Were seatbelts worn? yes

Where is the vehicle located now? 4019 Defender Dr NE Roswell, GA 30075. Customer claimed her insurance agency may tow the vehicle tomorrow. Writer advised customer to call with new location if vehicle is towed.

Address, Phone and Contact person at Body Shop:

Police Report? yes

Insurance Information: Progressive

Can customer forward photos to CAC? Yes- customer claimed she will send them via e-mail

Open Date: 08/24/2007 13:52:31 **Agent:** JEFF HUBBARD **Phone** **Note Type:** SN
SPOM reviewed w/ Product Analysis (TB). Product Analysis awaiting pictures, will notify SPOM if assistance needed.
HUB

Open Date: 08/24/2007 15:19:06 **Agent:** R. Thomas Brunner **Phone** 6200 **Note Type:** SN
Hi Jessica,
Please request the photos from the customer. Once we receive them , we can determine next steps.
Regards,
Tom

Open Date: 08/27/2007 09:23:57 **Agent:** JEFF HUBBARD **Phone** **Note Type:** SN
Owner contacted dealer 17302 and indicated they were unable to send photos as email was returned undeliverable. SPOM contacted owner, conveyed "mailmaster@mbusa.com" address as well as my own. Owner indicated that they will send photos. HUB

Open Date: 08/30/2007 13:45:36 **Agent:** Jessica Redzia **Phone** 6262 **Note Type:** SN
Writer called 770-815-6577 and left a message for [REDACTED] requesting that she send the photos of the vehicle so her concern can be reviewed. Writer provided mailmaster@mbusa.com e-mail address again.

Open Date: 09/04/2007 09:49:14 **Agent:** JEFF HUBBARD **Phone** **Note Type:** SN
SPOM spoke with [REDACTED] on 8/31/07 and requested vehicle be delivered to dealer for inspection by same. Owner indicated vehicle will be delivered to 17302 during the week of 9/3/07. Dealer to contact SPOM upon arrival. HUB

Open Date: 09/04/2007 11:07:30

Agent: Jessica Redzia

Phone 6262

Note Type: TN

Writer received the following e-mails:

Hi Jeff,
I don't see any damage to the vehicle that would result in an airbag deployment. Are the rear seat ETR's deployed? Maybe that's why the SRS light is on.
Customer #1 - Deliver the Dream!
Thanks,
Gary H. Bowne
Department Manager

Jeff,
Please have the customer bring the car to the dealership, and have the dealer run SDS and let us know what they find.
Thanks,
Tom
R. Thomas Brunner
Product Analysis

Writer noticed the above note from SPOM and changed assigned dealer accordingly.

Writer will place referral in FLD status.

Open Date: 09/17/2007 15:35:58

Agent: JEFF HUBBARD

Phone

Note Type: RC

Vehicle inspected by 17302 on 9/12/07. It was determined that the rear seat ETR's had deployed as a result of the rear impact. The drivers seat ETR was in an undeployed condition, consistent with an unlatched belt. Testing revealed no abnormal codes and the seat switch itself was fully operational. The weight sensing system for the passenger side was out of calibration and was recalibrated. Informed owner that the vehicle performed as designed. Owner appreciated investigation. HUB

7/16/2010

Customer Assistance Referral

CA Ref ID: 202378 Priors: Both Open Date: 08/28/2007 Status: CLS Last Update: 10/08/2007

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

City: San Francisco CA [Redacted] Corres ID:

Agent: Anne Larson Phone: 6319 Orig By: P Orig CD: HO Region: 3 Market: 7

Service Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISC CA Assign Agent: SOM - 24
Orig Retailer: 05614 R. A. B. MOTORS, INC SAN RAFAEL CA
Sell Retailer: 05614 R. A. B. MOTORS, INC SAN RAFAEL CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110701A [Redacted] Model: E500W 2005
World VIN: WDBUF70J65A [Redacted]
Mileage: 33800 Engine Number: 11396730651694
Prod Date: 01/17/2005 Warranty Start Date: 03/29/2005

Close Agent: Anne Larson Field Closing Date: 10/08/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted], San Francisco, CA [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Business
[Redacted] Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 08/28/2007 11:46:18 Agent: Anne Larson Phone 6319 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 33800
Warranty Start Date: 03/29/2005
Previous CA Referrals: 189364

Previous Summary Notes: 1101347, 1104431, 1168490, 1528517, 1566212

[Redacted] contacted the CAC requesting technical assistance claiming his vehicle has ongoing and numerous issues. Customer claims currently he has a SRS malfunction, a clunking noise in the front and rear, and an issue with the command unit, as well as a musty smell in the air conditioner. Customer added that he is dissatisfied with the quality of the vehicle as it needs monthly repairs. Yet the customer stated when the car runs he enjoys it.

Writer advised that his concerns would be documented and reviewed.

Open Date: 08/28/2007 18:33:11 Agent: PATRICK TAM Phone Note Type: SN
Customer has appointment with dealer (Folsom) on Thursday 08/30/07.

Open Date: 08/31/2007 02:34:19 **Agent:** PATRICK TAM **Phone** **Note Type:** SN
Customer was a no show for appointment on 8/30/07.

Open Date: 09/06/2007 21:43:47 **Agent:** PATRICK TAM **Phone** **Note Type:** SN
Customer has rescheduled appointment for 9/17/07.

Open Date: 09/20/2007 14:36:00 **Agent:** PATRICK TAM **Phone** **Note Type:** SN
Vehicle currently at dealership being evaluated.

Open Date: 10/03/2007 12:16:54 **Agent:** PATRICK TAM **Phone** **Note Type:** RC
Vehicle has been addressed on RO#430894. Some of customer's alleged issues are normal characteristic for vehicle or not able to be duplicated.

Open Date: 10/08/2007 10:25:07 **Agent:** PATRICK TAM **Phone** **Note Type:** RC
Customer contacted by SM Garland Steiding.

Open Date: 10/08/2007 10:40:28 **Agent:** Anne Larson **Phone** 6319 **Note Type:** SN
Writer sent email to SPOM asking if he wants the referral closed.

SPOM replied yes as SM Garland Steiding is in conversation with customer.

Open Date: 10/08/2007 10:41:04 **Agent:** Anne Larson **Phone** 6319 **Note Type:** RC
Per Notes above from SPOM, writer given the ok to close referral.

7/16/2010

Customer Assistance Referral

CA Ref ID: 202444 Priors: No Open Date: 08/30/2007 Status: CLS Last Update: 11/02/2007

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Gig Harbor

WA [Redacted]

Corres ID:

Agent: Stephen Quinones

Phone: 6261

Orig By: P

Orig CD: HO

Region: 3

Market: 10

Service Retailer: 84100 MERCEDES-BENZ OF TAC FIFE WA Assign Agent: SOM - 33

Orig Retailer: 84100 MERCEDES-BENZ OF TAC FIFE WA

Sell Retailer: 84100 MERCEDES-BENZ OF TAC FIFE WA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J36A [Redacted]

Mileage: 30000 Engine Number: 27296430061038

Prod Date: 03/15/2005 Warranty Start Date: 06/28/2005

Close Agent: DONALD ZINDA Field Closing Date: 11/02/2007

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

Involved Information

- > [Redacted] - Owner, [Redacted] Gig Harbor, WA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/30/2007 15:21:58

Agent: Stephen Quinones

Phone 6261

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 30000

Warranty Start Date: 06/28/2005

Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] phoned CAC requesting a buyback or trade in for his vehicle.

Customer claimed "Since the time I have purchased this car I have been back for service every 3 months because the SRS light keeps activating. I have brought it to the dealership 5 times and they cannot duplicate the problem or even know how to fix it. I just had the car fixed at the dealership and it has just come on again. I don't feel safe driving this car anymore because I feel like the airbags could deploy at any time while I am driving."

Customer claimed that he enjoys owning a Mercedes Benz and wishes to make future purchases, but feels "unsafe" with his current vehicle. Customer alleged that this vehicle is "defective or a lemon law case" and feels "MBUSA should stand behind their product."

Writer apologized for customer's experience and advised that his concerns would be documented and shared with the appropriate parties for review.

Open Date: 08/30/2007 19:10:14

Agent: DONALD ZINDA

Phone

Note Type: SN

Currently being reviewed with the dealer.

Open Date: 10/29/2007 12:35:29

Agent: DONALD ZINDA

Phone

Note Type: RC

Inspected the vehicle with TS Gale Young, found airbag to have has tape label from factory assembly in contacts. Removed tape and checked out wiring. All was tested and determined to be repaired to design. Offered goodwill service for customer inconvenience, customer satisfied. Buy back avoided.

Open Date: 11/02/2007 00:19:26

Agent: DONALD ZINDA

Phone

Note Type: RC

I advised the customer that I would not buy back the vehicle as we found the cause of the fault. I offered to pay for his maintenance service as a goodwill gesture for the inconvenience the SRS light cause. He was a happy camper.

7/16/2010

Customer Assistance Referral

CA Ref ID: 202537 Priors: No Open Date: 09/05/2007 Status: CLS Last Update: 09/07/2007

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Las Vegas

NV [Redacted]

Corres ID:

Agent: Stephen Quinones Phone: 6261 Orig By: P Orig CD: HO Region: 3 Market: 6

Service Retailer: 49702 FLETCHER JONES IMPOR LAS VEGAS NV Assign Agent: SOM - 30

Orig Retailer: 49702 FLETCHER JONES IMPOR LAS VEGAS NV

Sell Retailer: 49702 FLETCHER JONES IMPOR LAS VEGAS NV

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006

World VIN: WDDDJ76X16A [Redacted]

Mileage: 23000 Engine Number: 11399060042348

Prod Date: 04/06/2005 Warranty Start Date: 05/18/2005

Close Agent: ED CONNER Field Closing Date: 09/07/2007

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

Involved Information

>	[Redacted]	[Redacted], Las Vegas, NV [Redacted]
	[Redacted]	Primary Residence
	[Redacted]	Secondary Residence
	[Redacted],	Secondary Residence
	[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 09/05/2007 14:42:39

Agent: Stephen Quinones

Phone 6261

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 23000

Warranty Start Date: 05/18/2005

Previous CA Referrals: None

Previous Summary Notes: 1921022, 1456715

[REDACTED] contacted CAC requesting a buyback, compensation, or upgrade her vehicle.

Customer expressed dissatisfaction with vehicle quality, alleging that "every 3-4 months I am bring my car back in for some type of service." Customer alleges that dealer has been able to temporarily some issues with her vehicle but many of the issues have reoccurred and are still outstanding. These outstanding issues include:

-A/C system not functioning properly ("blasts for 3-4 seconds and then turns off for 3 minutes and then keeps turning back on and off")

-Gas Smell Coming from vehicle (2nd time being serviced. "gas smell from inside and outside of the car."

-Beeping Sound coming from rear randomly

Customer alleged that other issues include her vehicle being serviced the Sun Roof motor not working and for the "SRS light" 3 times, in which she feels it will occur again. Customer alleges her vehicle is a "lemon" and stated "I can no longer enjoy driving this car, and I choose not too."

Writer apologized for customer's experience and advised their concerns would be documented and shared with the appropriate parties for review.

Open Date: 09/06/2007 17:50:54

Agent: ED CONNER

Phone

Note Type: RC

SPOM reviewed car's service history @ Dlr today. Car does not qualify as Lemon. Dlr reports that car is repaired and cust contacted, and informed that car is ready for pick-up, and that it does not qualify for BB. Close.

7/16/2010

Customer Assistance Referral

CA Ref ID: 202962 Priors: Cus Open Date: 09/25/2007 Status: CLS Last Update: 11/06/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Boca Raton FL [Redacted] Corres ID:

Agent: Justin Haase Phone: 6302 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 28

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

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X36A [Redacted]

Mileage: 38900 Engine Number: 11396730633060

Prod Date: 11/02/2004 Warranty Start Date: 03/16/2005

Close Agent:Lois Grillo Field Closing Date: 11/06/2007

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

Involved Information

- [Redacted] n - Driver, [Redacted], Boca Raton, FL [Redacted]
[Redacted] Primary Residence
- [Redacted] L, [Redacted], Boca Raton, FL [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence
[Redacted] Secondary Residence
[Redacted] Secondary Residence
[Redacted] Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 09/25/2007 16:43:18

Agent: Justin Haase

Phone 6302

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 38900

Warranty Start Date: 03/16/2005

Previous CA Referrals: 168649

Previous Summary Notes: 704296, 1946669

[REDACTED] phoned the CAC claiming that he hit a big palm tree and that his seat belt tensioners and airbags did not deploy. Customer also added that he was wearing his seatbelt however struck the windshield with his face. Customer advised writer that he did not go to or feel the need to go to a hospital and while his face hurt did not think that his nose was broken. Customer advised that he did not file a police report and there was no property damage. Customer would like to know why his airbags did not deploy as he feels that the severity of the accident should have triggered them.

Writer apologized for customers experience and advised that his concerns would be documented and forwarded on. Customer will also be sending pictures and will advise the body shop not to repair the vehicle.

When did the incident occur? 9/25/07 4:30 am

Driver's name and name of occupants: [REDACTED]

Where did the alleged incident occur? Fox borough and Scarsdale way

Were there passengers? no

Was anyone injured? yes

Were seatbelts worn? yes

Where is the vehicle located now? sunshine collision

Address, Phone and Contact person at Body Shop: 2700 nw center st 1st ave, Boca Raton FL, 561-368-4252

Police Report? no

Insurance Information: Chub insurance, 1800-claims-0

Can customer forward photos to CAC? yes, will email

Open Date: 09/26/2007 14:47:25

Agent: Lois Grillo

Phone 4627

Note Type: SN

#334051

customer sent internet message and 3 photos (2 of him and 1 of his vehicle). Photo being forwarded to Gary Bowne's/group for review.

Hi:

Pictures of accident [REDACTED]

Boca Raton Florida [REDACTED]

2006 CLS500

Airbag did not deploy nor did seat belt restrain.....please see pics and contact at above number or e-mail

Thank you

Open Date: 09/26/2007 14:59:51

Agent: Lois Grillo

Phone 4627

Note Type: SN

customer photos emailed to Frank Berenz, Gary Bowne, R-thomas Brunner and Gina Cila this date/time.

Dear [REDACTED]

Thank you for your recent Internet message and photographs .

Arrangements have been made for your concerns to be reviewed.

Sincerely,
Lois G
Customer Relations

Open Date: 09/27/2007 14:32:41 **Agent:** Justin Haase **Phone** 6302 **Note Type:** SN

Customers Wife was forwarded to writer from a RAP agent and was screaming at writer because writer could not provide customer with an exact timeframe that her concerns would be completely reviewed. Customer wants writer to expedite request because she does not have an "endless supply" of loaner vehicles.

Writer advised customer that her husbands concerns were documented and that the pictures were received and that all information was forwarded on accordingly.

Open Date: 09/27/2007 14:55:55 **Agent:** Raynell Daniels **Phone** 7824 **Note Type:** SN

The husband also contacted the CAC in regard to the above and expressed additional frustration.

The customer stated "I will never ever buy another MB again."

Writer assured the customer the his comments would be documented.

Open Date: 09/28/2007 12:56:09 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Susan,

Please ask the customer to send us original photos of the vehicle. The one he sent by email is difficult to see.

Thanks,

Gary

Open Date: 10/01/2007 11:42:33 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Writer called customer at [REDACTED] and left a V/M for him to call me at the CAC; writer will request that customer send us original photos per above request.

Hi:

Could you please give me the contact information for the person who might be investing this. I would like to chat with them. My phone is [REDACTED] Thank you for your assistance with this matter. By the way, I have been a loyal MB customer for almost 20 years.....

Best Regards,

[REDACTED]

Open Date: 10/01/2007 11:55:59 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Writer reached at [REDACTED] who advises that his has a broken nose and is going for a CAT scan today. Customer states that he will ask the body shop (Kenny at Sunshine) to take some photos (interior & exterior) of the car. Customer claims that the body shop alleges that the "seat belts failed" and that he was wearing the seatbelt. Customer states that we should expect the photos (including the ones that he forwarded previously) this Wed.

Open Date: 10/01/2007 12:21:26 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Customer phoned the CAC and inquired if there is a need to send the original photos, claiming "wouldn't you want someone from Mercedes to investigate this instead of a guy with a broken nose."

Writer advised customer, that is what has been requested to process customer's case.

Customer stated, "Okay, I will try to get these pictures first thing tomorrow. I have a CAT scan for my nose tonight."

Writer documented accordingly.

Open Date: 10/01/2007 12:52:23 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Jim, David,

Since the body shop is telling the customer that the seat belt failed, we should inspect this vehicle. Please assign a TS.

Thanks,

Gary

Open Date: 10/01/2007 14:18:06 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Customer's wife, [REDACTED], called back stating that she can't get to the body shop to take more photos but will have prints made of the photos she took previously. Customer alleges that the body shop does not have a camera to take photos. She states that this has been inconvenient and that the body shop has not done any work on the car. She also states that her husband was wearing his seat belt and the seat belt did not work.

Open Date: 10/03/2007 15:48:31 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

#334734

[REDACTED] sent 16 photos of vehicle (13) and [REDACTED] (3) for review. Photos being emailed to Gary Bowne, R-thomas Brunner, Gina Cila this date/time. Original color photos to be sent via interoffice to Gary Bowne.

Open Date: 10/03/2007 16:11:42 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

photos emailed to above; originals to Gary B.

Open Date: 10/08/2007 09:15:38 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Hi -

October 3, 2007, [REDACTED] sent 16 photos of vehicle (13) and [REDACTED] (3) for review. Photos were emailed to you and the original color photos were sent via interoffice the same day.

Customer called today inquiring if the vehicle would be inspected. Do we have an update on this.

Please advise.

Thanks,
Lois

Open Date: 10/08/2007 10:53:25 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Hi Lois,

I assigned this case to the TAC on 10/1/07. By copy of this email I'm asking David to let us know when the inspection will take place.

Gary Bowne

Open Date: 10/09/2007 15:11:39 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

David,

Thanks for the information. [REDACTED] called today and I advised that we have scheduled an inspection (I did not advise when).

Customer asked that you inspect the seatbelt which she alleges did not tighten up.

Regards,
Lois Grillo

Open Date: 10/10/2007 10:01:02 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Per T/S vehicle inspected 10-09-07.

Open Date: 10/10/2007 14:51:49 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** SN

Customers [REDACTED] called asking if MB had sent their T/S to inspect the car and writer confirmed that we have done the inspection. Customers demanded a MB rental or loaner car; writer advised that this is an insurance matter and that MB does not provide loaner/rentals. Writer advised that he needs to work with his insurance company.

Customer wants to escalate the matter, writer advised that I am his contact and eventually he will hear something from MB. Customer wants writer a letter; writer stated that he could send it to me and it would be shared.

Customer alleges that he has headaches and that he just had his second MIR of his head; writer stated that I hoped that he would be feeling better soon.

Open Date: 10/16/2007 11:52:24

Agent: GEOFF LEWIS

Phone

Note Type: SN

I spoke with [REDACTED] 10/12/07 via phone. He was wondering when his vehicle would be inspected my MBUSA, and when the inspection results would be provided to him. I told him his car had been inspected within the last few days, and that our inspector's report would be sent to Home Office for further evaluation. I also let him know that he would receive a written response from us after our evaluation was complete, and that would likely be a few weeks from now. He seemed satisfied to be speaking with a local MB representative, seemed to understand the process and timeline, and thanked me for my call. I invited him to call me back in the future if he needs to discuss this matter further.

Open Date: 11/06/2007 10:54:26

Agent: Linda Tognetti

Phone 6268

Note Type: SN

E-mail from G. Bowne:

'Hi Geoff,

By copy of this email, I'm requesting that the CAC draft a response to the customer saying that the SRS functioned as designed.

Linda/Carol - when can a letter go out to this customer?

Customer #1 - Deliver the Dream!

Thanks,

Gary H. Bowne
Department Manager
Product Compliance, Analysis, Safety & Emissions
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645
Phone: (201) 573-2719
Fax: (201) 476-2866
Cell: (201) 218-2077
email: bowneg@mbusa.com

Open Date: 11/06/2007 15:43:15

Agent: Lois Grillo

Phone 4627

Note Type: SN

Gary Bowne & Frank Berenz approved the below letter to customer.

November 6, 2007

[REDACTED]
Boca Raton, FL [REDACTED]

Subject: Model: 2006 CLS500C

VIN: WDDDJ75X36A [REDACTED]

Dear [REDACTED]:

Thank you for your inquiry.

An inspection by a MBUSA technical representative of your CLS500 confirms vehicle damage consistent with an impact generating a frontal deceleration rate below the airbag system's deployment threshold, and that the SRS system operated properly and in accordance with its design.

[REDACTED] we appreciate your taking the time to share your concerns and the opportunity to respond.

Sincerely,

Lois G.
Case Manager

LG/mw

cc: Geoff Lewis, SPOM Rgn 2, Mkt 6
Gary Bowne, MBUSA
R-Thomas Brunner, MBUSA
Gina Cila, MBUSA
Frank Berenz, Legal Dept.

Corr: 337574
Referral: 202962

Open Date: 11/06/2007 15:44:04

Agent: Lois Grillo

Phone 4627

Note Type: RC

company position sent to customer.

Customer Assistance Referral

CA Ref ID: 203003 Priors: Both Open Date: 09/27/2007 Status: CLS Last Update: 10/02/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: La Crescenta CA [Redacted] Corres ID: 334099

Agent: Patricia Rosado Phone: 7837 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer:05758	CALSTAR MOTORS, INC.	GLENDALE	CA	Assign Agent: SOM - 26
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: 2193751A [Redacted]	Model: CLS500C	2006
World VIN: WDDDJ75X66A [Redacted]		
Mileage: 23688	Engine Number: 11396730663760	
Prod Date: 02/24/2005	Warranty Start Date: 05/15/2005	

Close Agent: RON REYNOLDS	Field Closing Date: 10/02/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted] La Crescenta, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Business
- [Redacted] - Driver, [Redacted], La Crescenta, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Primary Residence
- [Redacted] - Representative, [Redacted], Glendale, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Fax
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/27/2007 09:59:45

Agent: Patricia Rosado

Phone 7837

Note Type: PC

Primary Phone: 818-244-0050

Contact name: John Akopian

Current Mileage: 23688

Warranty Start Date: 05/15/2005

Previous CA Referrals: 199958

Previous Summary Notes: 1282484, 1527125, 1755108

Writer received demand letter from customers attorney, John Akopian, dated 9/19/2007, CAC received 9/26/2007. Letter indicates that Mercedes-Benz USA, LLC is in violation of California's Song-Beverly Consumer Warranty Act.

Letter indicates vehicle has been to Calstar numerous times and in for repairs at least 3 times. Conditions with the vehicle: check engine light is on and SRS light is on.

CC: SPOM & Reg Att

Sending Attorney Ack.

Open Date: 10/01/2007 15:42:53

Agent: RON REYNOLDS

Phone

Note Type: RC

10/1/07 SPOM SUBMITTED BB#0307214 TO ISG FOR PROCESS.DLR S/M NOTIFIED CS ATTY,(RR)

7/16/2010

Customer Assistance Referral

CA Ref ID: 203073 Priors: No Open Date: 10/02/2007 Status: CLS Last Update: 11/01/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Stevenson Ranch CA [Redacted] Corres ID: 334068

Agent: Jessica Redzia Phone: 6262 Orig By: F Orig CD: HO Region: 3 Market: 5

Service Retailer: 05156 MERCEDES-BENZ OF VAL SANTA CLARIT 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: 2110561A [Redacted] Model: E350W 2006
 World VIN: WDBUF56J36A [Redacted]
 Mileage: 36316 Engine Number: 27296430046710
 Prod Date: 03/03/2005 Warranty Start Date: 04/29/2005

Close Agent: VIRGINIA GEE Field Closing Date: 11/01/2007
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Driver, [Redacted], Stevenson Ranch, CA [Redacted]
[Redacted], Primary Residence
- [Redacted] - Owner, [Redacted] Stevenson Ranch, CA [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence
[Redacted], Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 10/02/2007 12:43:58

Agent: Jessica Redzia

Phone 6262

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 36316

Warranty Start Date: 04/29/2005

Previous CA Referrals: None

Previous Summary Notes: 1528726

Writer received a letter sent via fax from [REDACTED] dated 9/22/07, received in CR 9/26/07, in which customers stated, "We do not want this car as we feel it is a defective. Mercedes has an excellent reputation and I believe Mercedes Benz should make this up to us by: Buying this car back and give us concessions to get a new Mercedes that has all the bugs worked out, is reliable and will help restore our faith in the Mercedes Benz name".

Customers claimed the vehicle concerns are as follows: "accelerator would not respond, bumping knocking noise upon take off and slowdown, SRS light keeps coming on, multi-contour seat malfunction, seat belt chime malfunction and seat belt would not pull out, warning lights on and sunroof not closing all the way, headlights flash, and CD player malfunction".

Writer will send ack letter.

Open Date: 10/02/2007 12:48:51

Agent: Jessica Redzia

Phone 6262

Note Type: SN

October 02, 2007

[REDACTED]
Stevenson Ranch, CA [REDACTED]

Subject:Model:2006 E350W

VIN:WDBUF56J36A [REDACTED]

Dear [REDACTED]:

Thank you for your recent correspondence to our Customer Assistance Center.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Jessica R.
Case Manager

CC: Virginia Gee, SPOM
Yvette Chang, Legal

Corr: 334068

Referral: 203073

Open Date: 10/02/2007 23:08:44

Agent: VIRGINIA GEE

Phone

Note Type: SN

SPOM will review on next dealer visit.

Open Date: 10/03/2007 16:51:54

Agent: VIRGINIA GEE

Phone

Note Type: SN

SPOM reviewed vehicle history and vehicle does not qualify for buyback. Please send the customer a letter stating MBUSA's position. Please offer one lease payment for inconvenience. SM has left a message for customer as well.

Open Date: 10/04/2007 16:48:39
October 4, 2007

Agent: Jessica Redzia

Phone 6262

Note Type: SN

[REDACTED]
Stevenson Ranch, CA [REDACTED]

Subject: Model 2006 E350
Serial No. WDBUF56J36A [REDACTED]

Dear [REDACTED]

On behalf of Mercedes-Benz USA, LLC, I have reviewed your September 22, 2007 letter concerning your 2006 Mercedes-Benz E350, bearing Vehicle Identification Number WDBUF56J36A [REDACTED]. I recognize that you may have experienced frustration and inconvenience in connection with the servicing of your vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Santa Clarita area. I have reviewed your repair history to date with Carol Quintero, Service Manager at Mercedes-Benz of Valencia, and have determined that this vehicle does not qualify for the refund or replacement under the Lemon Law that your letter seeks. Mercedes-Benz USA must, therefore, decline to replace or repurchase your E350.

Even though your vehicle does not qualify for repurchase or replacement based on its repair history to date, we are willing to consider other alternatives. Mercedes-Benz USA is offering one lease payment for any inconvenience you may have incurred, as a one-time gesture of good faith. If you would like to accept this offer, please contact Carol Quintero at (661) 753-5555. In addition, Ms. Quintero has attempted to contact you at the number provided in your letter to inform you about the offer that is being provided.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz Limited Warranty for your vehicle, if required and applicable.

Sincerely yours,

Virginia Gee
Service & Parts Operations Manager

VG/jr/mw

cc: Carol Quintero, Service Manager, MB of Valencia, Fax: 661-753-5599

Open Date: 10/31/2007 16:20:55

Agent: VIRGINIA GEE

Phone

Note Type: RC

Customer informed SM of acceptance of above goodwill offer. No further action to be taken at this time, please close referral.

7/16/2010

Customer Assistance Referral

CA Ref ID: 203254 Priors: No Open Date: 10/12/2007 Status: CLS Last Update: 10/18/2007

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

City: Potomac MD [Redacted] Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: HO Region: 1 Market: 6

Service Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD Assign Agent: SOM - 22
Orig Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD
Sell Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110821X [Redacted] Model: E320W4 2005
World VIN: WDBUF82J45X [Redacted]
Mileage: 42000 Engine Number: 11295431932487
Prod Date: 10/22/2004 Warranty Start Date: 03/23/2005

Close Agent: JOHN FREUND Field Closing Date: 10/18/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted], Potomac, MD [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Residence
[Redacted] Secondary Residence
[Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/12/2007 09:49:22 Agent: Jennifer Burton Phone 7843 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 42000
Warranty Start Date: 03/23/2005
Previous CA Referrals: None

Previous Summary Notes: 1150500

Customer phoned CAC requesting "replacement vehicle". Customer claims that vehicle has been to dealer several times for "SRS issues and steering issues". Customer claims steering malfunction caused him to hit curb while turning into driveway. Customer claims that "he does not feel safe driving this vehicle."

Writer advised Customer that his concerns and request will be documented and forwarded to the appropriate party.

Vehicle is currently at dealer.

Open Date: 10/12/2007 11:29:29 Agent: JOHN FREUND Phone Note Type: SN

Under review.

Open Date: 10/15/2007 14:55:06 **Agent:** JOHN FREUND **Phone** **Note Type:** SN
Dealership presently evaluating vehicle. No duplication of complaint yet.

Open Date: 10/18/2007 07:32:08 **Agent:** JOHN FREUND **Phone** **Note Type:** RC
Per SM Bill Costlow vehicle has been released back to the customer. No defect was found.

7/16/2010

Customer Assistance Referral

CA Ref ID: 203367 Priors: Both Open Date: 10/17/2007 Status: CAN Last Update: 10/19/2007

██████████ ██████████ ██████████

Address: # 19856

Title:

Phone: ██████████

Residence

City: Yorba Linda

CA ██████████

Corres ID:

Agent: Robert Murphy

Phone: 6326

Orig By: M

Orig CD: HO

Region:

Market: 3

Service Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA Assign Agent:

Orig Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110761A ██████████ Model: E55 2005

World VIN: WDBUF76J55A ██████████

Mileage: 41397 Engine Number: 11399060035873

Prod Date: 09/30/2004 Warranty Start Date: 11/11/2004

Close Agent: Jessica Redzia Field Closing Date: 10/19/2007

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

Involved Information

- ██████████ - Representative, ██████████, Los Angeles, CA ██████████
 - ██████████, Primary Business
 - ██████████, Secondary Mobile
 - ██████████, Secondary Fax
 - 800-875-3666x232, Expired Business
- ██████████ ██████████, CA ██████████
 - ██████████, Primary Residence
 - ██████████, Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/17/2007 09:55:49

Agent: Robert Murphy

Phone 6326

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 41397

Warranty Start Date: 11/11/2004

Previous CA Referrals: 203366

Previous Summary Notes: 815607, 990974, 1002714

Writer received attorney letter dated September 28th, 2007 and received on October 3rd, 2007.

Attorney requests repurchase of vehicle based on the following allegations:

- Defective body: seats squeaking, floor mat stitching coming loose, cargo net "coming off", speaker cover loose, door mirror trim loose, left front door panel "bubbles".
- Defective brakes: fading under "hard use", brake squeak, clicking noises, brakes are "low", illumination of wear light, spots on rotors.
- Defective electrical: keyless go concerns, seat belt chime malfunction, sunroof noise when moving, headlights stay on, navigation concerns, steering wheel adjustment malfunction, head rest switch loose.
- Defective engine: supercharger belt shows wear and chirps, low on power, stalling condition, rotten egg smell, supercharger "cuts out", oil leak, SRS light illuminated, check engine light illuminated.
- Defective HVAC: hot air blowing from rear AC vents, foul smell
- Defective Steering: vehicle pulls to the right, vibration in steering, "binding" wheel, clicking and knocking noise from steering.
- Defective suspension: clicking and creaking noises from suspension, left suspension "drops", rear of vehicle "drops", and popping noise from suspension.
- Defective transmission: inoperative shift controls, valve body replacement.

Attorney requests return of vehicle and refund of all funds paid towards the vehicle including trade-in value, collateral charges, incidental and consequential damages.

Attorney requests attorney fee but did not specify amount requested.

Open Date: 10/19/2007 09:10:50

Agent: Jessica Redzia

Phone 6262

Note Type: CN

FASTRACC error- no SPOM information can be entered into referral. Supervisor CT requested I cancel this referral and open a new one as above agent is not in the office today.

7/16/2010

Customer Assistance Referral

CA Ref ID: 203400 Priors: Both Open Date: 10/19/2007 Status: CLS Last Update: 11/14/2007

██████████ ██████████ ██████████

Address: # 19856

Title:

Phone: ██████████

Residence

City: Yorba Linda

CA ██████████

Corres ID:

Agent: Jessica Redzia

Phone: 6262

Orig By: M

Orig CD: HO

Region: 3

Market: 3

Service Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA Assign Agent: SOM - 21

Orig Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110761A ██████████ Model: E55 2005

World VIN: WDBUF76J55A ██████████

Mileage: 41397 Engine Number: 11399060035873

Prod Date: 09/30/2004 Warranty Start Date: 11/11/2004

Close Agent: FRANK DINGMAN Field Closing Date: 11/14/2007

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

Involved Information

- ██████████ - Representative, ██████████ Los Angeles, CA ██████████
 - ██████████, Primary Business
 - ██████████, Secondary Mobile
 - 866-431-5575, Secondary Fax
 - 800-875-3666x232, Expired Business
- ██████████ # ██████████, CA ██████████
 - ██████████, Primary Residence
 - ██████████, Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/19/2007 09:16:08

Agent: Jessica Redzia

Phone 6262

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 41397

Warranty Start Date: 11/11/2004

Previous CA Referrals: 203366, 203367

Previous Summary Notes: 815607, 990974, 1002714

The following case notes were entered into a referral by case manager Robert Murphy; however there was a FASTRACC error and SPOM information was not included in original referral. Supervisor CT requested I open a new referral as Robert is not in the office. Below are his case notes:

Writer received attorney letter dated September 28th, 2007 and received on October 3rd, 2007.

Attorney requests repurchase of vehicle based on the following allegations:

- Defective body: seats squeaking, floor mat stitching coming loose, cargo net "coming off", speaker cover loose, door mirror trim loose, left front door panel "bubbles".
- Defective brakes: fading under "hard use", brake squeak, clicking noises, brakes are "low", illumination of wear light, spots on rotors.
- Defective electrical: keyless go concerns, seat belt chime malfunction, sunroof noise when moving, headlights stay on, navigation concerns, steering wheel adjustment malfunction, head rest switch loose.
- Defective engine: supercharger belt shows wear and chirps, low on power, stalling condition, rotten egg smell, supercharger "cuts out", oil leak, SRS light illuminated, check engine light illuminated.
- Defective HVAC: hot air blowing from rear AC vents, foul smell
- Defective Steering: vehicle pulls to the right, vibration in steering, "binding" wheel, clicking and knocking noise from steering.
- Defective suspension: clicking and creaking noises from suspension, left suspension "drops", rear of vehicle "drops", and popping noise from suspension.
- Defective transmission: inoperative shift controls, valve body replacement.

Attorney requests return of vehicle and refund of all funds paid towards the vehicle including trade-in value, collateral charges, incidental and consequential damages.

Attorney requests attorney fee but did not specify amount requested.

Open Date: 10/19/2007 16:41:56

Agent: FRANK DINGMAN

Phone

Note Type: SN

Please have chronology of repairs prepared ASAP.

Open Date: 10/25/2007 14:17:33

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer called cust's attorney and agreed to repurchase vehicle provided that it was A) a straightforward lease or purchase AND B) usage credit calculated @ first Air Suspension complaint at 19,286 miles. Cust's attorney stated that he would contact his cust and call writer back.

Open Date: 10/29/2007 17:56:31 **Agent:** FRANK DINGMAN

Phone

Note Type: SN

Writer forwarded figures to cust's attorney as follows:

Offer 10/29/07

Loomis 2005 E55 #WDBUF76J55A [REDACTED]

Down payment:	\$2,172.11
37 payments @ \$1,549.11 (incl. 011/07)	\$57,317.07

Total paid to date:	\$59,489.18
Usage credit*:	(\$13,834.66)
Negative equity from trade:	N/A
Previous goodwill payment:	N/A
Warranty/Service Contract:	(\$2,780.00)
Gap Contract:	N/A
Accessories:	(\$495.00)

Refund:	\$42,379.52
Attorney's Fees:	\$2,500.00

Total Refund:	\$44,879.52

*Usage credit calculation

Miles at first delivered	
Suspension complaint:	19,286
Statutory mileage denominator:	120,000

Usage percentage	16.07%
Agreed upon value of vehicle:	\$86,090.00

Usage credit	\$13,834.66

Open Date: 10/29/2007 18:00:46 **Agent:** FRANK DINGMAN

Phone

Note Type: SN

Status change FLD to HLD by FRANK DINGMAN.

Open Date: 11/14/2007 13:05:03 **Agent:** FRANK DINGMAN

Phone

Note Type: RC

repurchase in progress

7/16/2010

Customer Assistance Referral

CA Ref ID: 203618 Priors: No Open Date: 11/02/2007 Status: CLS Last Update: 11/05/2007

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Roseville CA [Redacted] Corres ID:

Agent: Robert Murphy Phone: 6326 Orig By: M Orig CD: HO Region: 3 Market: 9

Service Retailer:05133	MERCEDES-BENZ OF ROC	ROCKLIN	CA	Assign Agent: SOM - 32
Orig Retailer: 05138	MERCEDES-BENZ OF EL	EL DORADO HI	CA	
Sell Retailer: 05138	MERCEDES-BENZ OF EL	EL DORADO HI	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110561A [Redacted]	Model: E350W	2006
World VIN: WDBUF56J46A [Redacted]		
Mileage: 30030	Engine Number: 72290600522745	
Prod Date: 01/11/2006	Warranty Start Date: 03/09/2006	

Close Agent: GREGG GETCHELL	Field Closing Date: 11/05/2007
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted], Primary Business
 - [Redacted], Secondary Mobile
 - 866-431-5575, Secondary Fax
 - 800-875-3666x232, Expired Business
- [Redacted] - Owner, [Redacted], Roseville, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 11/02/2007 09:58:13

Agent: Robert Murphy

Phone 6326

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 30030

Warranty Start Date: 03/09/2006

Previous CA Referrals: None

Previous Summary Notes: None

Attorney letter dated October 16th, 2007 and received on October 30th, 2007.

Attorney requests repurchase of the vehicle based on the following allegations:

-defective transmission as evidenced by vehicle shifting hard.

-defective engine as evidenced by a squeaking noise under engine and knocking sound when driving over bumps.

-defective electrical system as evidenced by low navigation voice, and an illumination of SRS light.

-defective steering as evidenced by vibration from steering wheel while braking

-*any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.*

Attorney requests refund with attorney fee. No specifics are far as cost provided. No repair orders provided, nor days down mentioned.

Open Date: 11/02/2007 13:35:35

Agent: GREGG GETCHELL

Phone

Note Type: SN

Please send a letter to [REDACTED] declining a buyback. This vehicle does not qualify under the Song-Beverly act. This customer does not pick his car up when ready, therefore RO's have been left open so the BDC is aware the car is still at the Service Center. Actual down days are approx 15. Documentation can be provided to support actual down days. Declined.

Open Date: 11/02/2007 13:36:32

Agent: GREGG GETCHELL

Phone

Note Type: RC

See last notes.

Open Date: 11/05/2007 15:16:34 **Agent:** Robert Murphy

Phone 6326

Note Type: SN

Sent letter after approval from SPOM:

Robert,

Looks good! 2 g's on Gregg and 2 l's on Getchell!

That's it!

Thanks,

Gregg

Have a good weekend!

Gregg Getchell
Service & Parts Operations Manager
Mercedes-Benz, USA
Western Region, Market 9
Gregg.Getchell@mbusa.com

Robert Murphy/171/DCAG/DCX
11/02/2007 12:56 PM

To
Gregg Getchell/171/DCAG/DCX@WK-COOP
cc

Subject
Re: Krohn and Moss. Ceballos / [REDACTED] decline Ltr

Good Afternoon Greg,

Please see attached and let me know if this is okay with you.

Regards,

Robert
Case Manager

7/16/2010

Customer Assistance Referral

CA Ref ID: 203643 Priors: No Open Date: 11/03/2007 Status: CLS Last Update: 11/12/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Edwards IL [Redacted] Corres ID: 337071

Agent: Anne Larson Phone: 6319 Orig By: M Orig CD: HO Region: 4 Market: 8

Service Retailer: 22120	SUD S OF PEORIA, INC	PEORIA	IL	Assign Agent: SOM - 28
Orig Retailer: 22120	SUD S OF PEORIA, INC	PEORIA	IL	
Sell Retailer: 22120	SUD S OF PEORIA, INC	PEORIA	IL	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110261A [Redacted]	Model: E320CDI	2006
World VIN: WDBUF26J36A [Redacted]		
Mileage: 32000	Engine Number:	
Prod Date: 04/07/2006	Warranty Start Date: 05/08/2006	

Close Agent: MATTHEW ROSENBLOOM	Field Closing Date: 11/12/2007		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

➤ [Redacted] - Owner	[Redacted], Edwards, IL [Redacted]
[Redacted]	Primary Residence
[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/03/2007 12:47:18

Agent: Anne Larson

Phone 6319

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 32000

Warranty Start Date: 05/08/2006

Previous CA Referrals: None

Previous Summary Notes: 176852, 354089, 437405, 438772, 467917, 723370, 893078, 940356, 945304, 1148454, 1346905, 1804555, 1930674, 1990894

Customer sent letter dated 10-22-07 requesting that M-B help him "get into another vehicle."

Customer stated the following malfunctions with his vehicle:

- A/C froze up (temperature sensor changed)
- SRS light came on (air bag harness replaced)
- A/C froze again (humidistat needs to be ordered)
- leak in the seal where the electronic cables enter the transmission

Customer stated "the dealership has done a fine job trying to take care of this problem ridden vehicle. However, I am not convinced the A/C problem will be solved, and I am convinced that problems will continue to plague this vehicle."

Customer stated that "I am requesting that Mercedes-Benz help me get into another vehicle."

Open Date: 11/03/2007 12:48:19

Agent: Anne Larson

Phone 6319

Note Type: SN

writer left vm for customer asking who he spoke with at dealership and that he could return call to me.

Open Date: 11/03/2007 12:51:16

Agent: Anne Larson

Phone 6319

Note Type: SN

writer sent the following response

November 03, 2007

[REDACTED]
Edwards, IL [REDACTED]

Subject:Model:2006 E320CDI

VIN:WDBUF26J36A [REDACTED]

Dear [REDACTED]

Thank you for your recent letter to the Mercedes-Benz Customer Assistance Center.

Arrangements have been made for your concerns to be reviewed on a local level; you will be contacted shortly, if not already.

Sincerely,

Anne L.
Customer Relations Liaison

CC: Matthew Rosenbloom, SPOM

Corr: 337071

Referral: 203643

Open Date: 11/03/2007 12:59:23

Agent: Anne Larson

Phone 6319

Note Type: SN

writer sent scan of customer letter to SPOM

Open Date: 11/05/2007 11:23:34

Agent: MATTHEW ROSENBLOC

Phone

Note Type: SN

SPOM to call customer and get history.

Open Date: 11/09/2007 16:14:15 **Agent:** MATTHEW ROSENBLOC **Phone** **Note Type:** RC
SPOM has spoke with Sales Manager, Jeremy Budd. SM advised that customer would be happy with an ELW. SPOM authorized to dealer to give customer ELW. Customer satisfied with offer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 203847 Priors: Both Open Date: 11/15/2007 Status: CLS Last Update: 12/27/2007

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

City: Los Angeles CA [Redacted] Corres ID:

Agent: Tom Burns Phone: 6306 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 25
Orig Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
Sell Retailer: 05759 MERCEDES-BENZ OF ANA ANAHEIM CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110651A [Redacted] Model: E320W 2005
World VIN: WDBUF65JX5A [Redacted]
Mileage: 30500 Engine Number: 11294931865512
Prod Date: 06/30/2004 Warranty Start Date: 10/26/2004

Close Agent: HECTOR VILLEGAS Field Closing Date: 12/27/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 11/15/2007 14:09:00 Agent: Tom Burns Phone 6306 Note Type: PC
Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 30500
Warranty Start Date: 10/26/2004
Previous CA Referrals: 188088

Previous Summary Notes: 996250, 1141908, 1408382

[Redacted] called the CAC seeking compensation for the amount of time his vehicle has been in for repair. Customer stated he has had to take time off from work, pay for rental cars and be without his vehicle for approximately 30 days. Customer stated he has consulted his lawyer and was advised that he qualifies for the lemon law because his vehicle has been to the dealership 4 times for a right front seatbelt sensor repair. Customer stated he did not want to pursue a lemon law buy back because his lease is ending at the end of January. Customer stated he would like to be compensated for the time the vehicle spent at the dealership, the car rentals and work time missed.

Writer apologized for the inconvenience and advised customer that he would document his concerns and forward them for review. Writer provided his extension number and advised customer that he could contact the SM at the dealership in 10 business days for an update.

Open Date: 11/29/2007 15:00:26 **Agent:** Timothy Ucker **Phone** 7810 **Note Type:** SN
Customer phoned the CAC requesting status.

Writer advised customer a position is not yet available although as soon as a position is available, it will be related.

Writer apologized for any inconvenience and advised MBUSA is actively working on providing a position as soon as possible.

Open Date: 12/13/2007 12:53:17 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN
[REDACTED] called for an update.

Writer apologized but advised I did not have one.
Advised I would forward request again.

Open Date: 12/18/2007 09:10:00 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** SN
SPOM sent the following email to dealer SM:

Cam/Sam:

Can you please refer to the CAC case copied below. Customer complains about 4 SRS light issues but I only see two verified within an 11K mile period and over one year apart. Further, the most recent SRS repair was made on June of 2006. Customer claims to have consulted with an attorney but is simply seeking compensation. Please contact the customer and inform him that based upon his service history which does not reflect what he claims, he does not qualify for any goodwill consideration. Please confirm once you have spoken to him. Thanks.

Follow-up to continue.

Open Date: 12/18/2007 13:44:19 **Agent:** Norman Swartz **Phone** 6341 **Note Type:** SN
The customer called for an update. He was advised to contact the S/M Sam for further information.

Open Date: 12/26/2007 18:07:41 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** RC
After reviewing this matter closer, SPOM authorized two goodwill lease payments to ensure customer satisfaction! Customer accepted and confirmed all issues have been resolved! No further action required at this time. SPOM will close this matter!

7/16/2010

Customer Assistance Referral

CA Ref ID: 203925 Priors: Cus Open Date: 11/20/2007 Status: CLS Last Update: 01/22/2008

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

City: Los Angeles CA [Redacted] Corres ID: 338690

Agent: Mary Marten Phone: 6328 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA Assign Agent: SOM - 25
Orig Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
Sell Retailer: 05146 MERCEDES-BENZ OF BEV BEVERLY HILL CA
Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X66A [Redacted]
Mileage: 28120 Engine Number: 11396730675603
Prod Date: 04/07/2005 Warranty Start Date: 05/13/2005

Close Agent: HECTOR VILLEGAS Field Closing Date: 01/22/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - L, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
- > [Redacted] - Representative, [Redacted], Woodland Hills, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 11/20/2007 21:54:11 **Agent:** Mary Marten **Phone** 6328 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 28120
Warranty Start Date: 05/13/2005
Previous CA Referrals: 179573

Previous Summary Notes: 830653, 830654, 830655, 830656, 830657, 830658, 830659, 830660, 830661, 830662, 830663

[REDACTED], Esq. sent request on 11/15/07 and was received by the CAC on 11/19/07 on behalf of his client [REDACTED] for "a replacement of the vehicle less her prorated mileage and a full refund of the amounts paid for lease of the vehicle." [REDACTED] claims that the numerous attempts were made to repair the vehicle, "being out of service for 25 days". [REDACTED] claims that vehicle has concerns with the check engine light, SRS light, AC leaks and a transmission failure.

Writer will send acknowledgement

Open Date: 11/20/2007 21:56:51 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN
November 21, 2007

[REDACTED]
[REDACTED]
[REDACTED]
Woodland Hills, CA [REDACTED]

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X66A [REDACTED]

Dear [REDACTED]:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Mary M.
Case Manager

CC: Hector Villegas, SPOM
Yvette Chang, Legal

Corr: 338690
Referral: 203925

Open Date: 01/04/2008 12:17:43 **Agent:** Theresa Mc Carthy **Phone** 4601 **Note Type:** SN
[REDACTED] called the CAC requesting status of his request.

Writer will forward e-mail to SPOM, Hector Villages, and Legal, Yvette Chang

Open Date: 01/09/2008 13:39:21 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN
Corr 341869

[REDACTED], customer's attorney, sent a request on 1/7/08 received by this office on 1/7/08 for an update

Writer sent email to SPOM, Hector Villegas requesting any update available.

Open Date: 01/13/2008 16:40:53 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN
Writer received below response from SPOM on 1/11/08:

I will be at the dealer today and just need to confirm some information before I get back to the atty. I will also update and/or close the case!

Open Date: 01/15/2008 09:14:18

Agent: Mary Marten

Phone 6328

Note Type: SN

January 14, 2008

Harry Kaloustian, Esq.
21243 Ventura Blvd Ste 115
Woodland Hills, CA 91364-2100

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X66A [REDACTED]

Dear Mr. Kaloustian:

This is in response to your follow-up letter to Mercedes-Benz USA dated January 7, 2008.

Upon receipt, we forwarded your request for any update to the appropriate parties. You will be contacted shortly, if not already.

Sincerely,

Mary M.
Case Manager

CC: Victor Villegas, SPOM
Yvette Chang, Legal

Corr: 338690
Referral: 203925

Open Date: 01/21/2008 14:43:01

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: SN

SPOM has communicated with atty Kaloustian and made goodwill offer of \$5K all inclusive. Atty responded that vehicle still exhibited serious issues and was willing to have vehicle inspected by dealer. MB BH inspected vehicle and only found two issues outstanding = odor from AC and TPC light illuminated for a tire with low pressure. Based upon this one non-substantial issue, SPOM has reoffered original \$5K offer as per email below:

Harry,

As you know your client's vehicle was recently inspected at MB Beverly Hills. You should also know, there were only two issues noted with the vehicle: musty odor from heater and TPC light for a low tire. Based upon these findings, our original offer of \$5,000 inclusive seems very fair and will be extended through end of business Friday, January 25th. If I do not hear back from you, I will assume your client has declined this offer and it will be rescinded and the case will be closed. Please let me know at your earliest opportunity what you decide. Thank you.

Follow-up to continue.

Open Date: 01/21/2008 18:52:44

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: RC

Please disregard previous entry by SOM 25. That entry was meant for a different case, same atty, demand made within days of each other.

SPOM has contacted atty via email on this matter and informed him that buyback has been initiated and will be submitted to ISG for processing. SPOM will close this case now.

7/16/2010

Customer Assistance Referral

CA Ref ID: 204197 Priors: Both Open Date: 12/05/2007 Status: CLS Last Update: 01/28/2008

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Los Angeles CA [Redacted] Corres ID: 339880

Agent: Robert Murphy Phone: 6326 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05154	W.I. SIMONSON	SANTA MONICA	CA	Assign Agent: SOM - 25
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: 2110701A [Redacted]	Model: E500W	2005
World VIN: WDBUF70JX5A [Redacted]		
Mileage: 14314	Engine Number: 11396730623522	
Prod Date: 09/21/2004	Warranty Start Date: 04/09/2005	

Close Agent: HECTOR VILLEGAS	Field Closing Date: 01/28/2008
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], San Diego, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted] Secondary Business
 - [Redacted], Secondary Fax
 - [Redacted] Secondary Business
- [Redacted] [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/05/2007 19:16:28 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** PC
Primary Phone: 858-485-9332
Contact name: William Mc Gee
Current Mileage: 14314
Warranty Start Date: 12/23/2003
Previous CA Referrals: 180258

Previous Summary Notes: 1011541, 1675315 Writer received attorney letter dated November 28th, 2007 on December 5th, 2007. Attorney demands repurchase of the vehicle for 4 separate repair attempts for the transmission and 1 repair attempt for the SRS.

Attorney requests repurchase of the vehicle under the following conditions:

Lease inception (includes 1 payment)	\$5,000.00
Monthly payments (33 including 1/09/08)	\$25524.18
2007/2008 registration	\$112.33
Less use of mileage	\$177.27
Attorney Fee	\$3,000.00

Open Date: 12/06/2007 19:40:40 **Agent:** MARIO HARO **Phone** **Note Type:** TN
SPOM MH TO TRANSFER BB REQUEST TO SPOM TO HV DUE TO ALL MAJOR REPAIRS ARE FROM DEALER 05154. MH TO NOTIFY HV VIA E-MAIL

Open Date: 01/17/2008 17:01:36 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Writer received letter from attorney advising that he has not received any further contact from MBUSA regarding this matter. Writer scanned, attached and emailed SPOM with letter.

Open Date: 01/17/2008 17:10:15 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Hector:

Below is a copy of this letter forwarded by Bill McGee advising that he has not received response.

Best Regards,

Robert

Open Date: 01/22/2008 19:20:21 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** SN
SPOM sent atty the following email: awaiting response.

Bill,

I have looked at the service history for this vehicle and inquired with the dealer management as to the overall history. Please note that according to the VMI there are only three transmission issues, the last being June 2006. Further, the overall most recent repair for an SRS complaint was in July of last year. Though this may have been inconvenient and nuisance but it appears the vehicle has been operating properly. At this time, unless there is something I am missing, I would like to offer \$5000 inclusive of fees for the inconvenience but at this time this does not appear to be a buyback situation. Please let me know if your client will accept. Thanks!

Open Date: 01/28/2008 12:35:21 **Agent:** HECTOR VILLEGAS **Phone** 7325 **Note Type:** RC
SPOM received response from Bill McGee counter offering settlement for \$7500 inclusive. SPOM has accepted counter and will draft release which once signed will be added to dealer file and settlement draft will be mailed. SPOM now close this case.

7/16/2010

Customer Assistance Referral

CA Ref ID: 204425 Priors: No Open Date: 12/18/2007 Status: CLS Last Update: 12/26/2007

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

City: Boca Raton FL [Redacted] Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 28
Orig Retailer: 09125 CARRIAGE HOUSE OF NE NEW LONDON CT
Sell Retailer: 09125 CARRIAGE HOUSE OF NE NEW LONDON CT
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
World VIN: WDBUF87J86X [Redacted]
Mileage: 44000 Engine Number: 27297230060868
Prod Date: 03/21/2005 Warranty Start Date: 05/16/2005

Close Agent: GEOFF LEWIS Field Closing Date: 12/26/2007
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted], Boca Raton, FL [Redacted]
- [Redacted], Secondary Residence
- [Redacted], Secondary Mobile
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/18/2007 10:41:22 Agent: Jennifer Burton Phone 7843 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 44000
Warranty Start Date: 05/16/2005
Previous CA Referrals: None

Previous Summary Notes: 1104211, 1837137

[Redacted] phoned CAC requesting technical assistance. Customer claims that vehicle has been to dealer "at least 9 times" for same "false" indications (SRS, brake, and low oil). Customer claims that "if she put in the amount of oil that this vehicle tells her to then the engine would overflow and MBUSA would be replacing the engine" claiming that it has come on "50 times" since the sensor was replaced and after checking oil level, oil was not needed. Customer claims that she "does not feel safe driving this vehicle with false indications especially airbags and seatbelts". Customer claims that it is an "inconvenience" to have to take vehicle to dealer every couple of months.

Writer apologized and advised that her concerns and request will be documented and forwarded to the appropriate party.

Vehicle is currently at dealer.

Open Date: 12/18/2007 11:50:00 **Agent:** GEOFF LEWIS

Phone

Note Type: SN

I will review repair history and update case accordingly.

Open Date: 12/20/2007 20:09:53 **Agent:** GEOFF LEWIS

Phone

Note Type: RC

Cust took car to dlr, dlr found low oil level light on, and found engine to be 1 quart low on oil, i.e. car was functioning as designed. Dlr added oil, and installed latest version oil sending unit as a precautionary measure. Cust picked up car 12/20/08.

Customer Assistance Referral

CA Ref ID: 204432 Priors: Both Open Date: 12/18/2007 Status: CLS Last Update: 01/11/2008

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

City: Torrance CA [Redacted] Corres ID:

Agent: Maria Cruz Phone: 4604 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer:05705	MERCEDES-BENZ OF SOU	TORRANCE	CA	Assign Agent: SOM - 23
Orig Retailer: 05646	RUSNAK/ARCADIA	ARCADIA	CA	
Sell Retailer: 05646	RUSNAK/ARCADIA	ARCADIA	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J25A [Redacted]		
Mileage: 34406	Engine Number: 11294931934362	
Prod Date: 10/25/2004	Warranty Start Date: 12/14/2004	

Close Agent: CAROLYN DUCHENE Field Closing Date: 01/11/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Driver, [Redacted], Torrance, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Residence
- [Redacted] L, [Redacted], Torrance, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/18/2007 12:24:28

Agent: Maria Cruz

Phone 4604

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 34406

Warranty Start Date: 12/14/2004

Previous CA Referrals: 200836

Previous Summary Notes: None

Orres# 2038386

[REDACTED] sent letter to MBUSA. Customer feels that vehicle is a lemon and says that she no longer feels safe driving it. Customer references our decision to decline her buyback request back in July and writes that The SRS light has come on while driving and that other electrical issues have resurfaced as well. Customer says that her lease is coming to an end and has to decide between MB, Lexus or BMW.

Writer contact [REDACTED] who advises that he is afraid to drive the vehicle. She claims that malfunctions appear on the display and after she shuts that car off , they disappear. She says this happens intermittently and for this reason , she does not trust the car.

Customer is requesting trade assistance and says that she like Mercedes' although she has never had a problem with her Lexus.

Customer wants to work something out with Mercedes' help to get her into another vehicle and 'not put the energy into getting an ATTY involved again'. Writer made no guarantees but advised that I would relay her request.

Customer requesting to work with Rusnak/Arcadia, specifically with Edith Wolfe, her salesperson whom she trust and feels very comfortable working with.

Open Date: 12/18/2007 12:25:32

Agent: Maria Cruz

Phone 4604

Note Type: SN

Writer sent e-mail to MM and SPOM regarding customer request for MB to provided trade assistance.

Open Date: 12/18/2007 13:02:29

Agent: ROBERT MANSFIELD

Phone

Note Type: TN

Transferred to 05705 due to the fact that the majority of the repairs were done at that dealership

Open Date: 01/07/2008 10:50:41

Agent: Maria Cruz

Phone 4604

Note Type: SN

[REDACTED] left a voice message for writer asking for status on this matter as no one has contacted her yet. Writer will send e-mail to SPOM as FYI.

Open Date: 01/08/2008 20:18:58 **Agent:** CAROLYN DUCHENE **Phone** **Note Type:** SN

SPOM has reviewed service history and determined that vehicle does not qualify for repurchase. Please send the following letter to [REDACTED] in response to her contact:

January 8, 2008

[REDACTED]
Torrance, CA [REDACTED]

Re:2005 Mercedes-Benz E320
VIN WDBUF65J25A [REDACTED]

Dear [REDACTED]:

On behalf of Mercedes-Benz USA, LLC, I have been asked to review the service history on your 2005 Mercedes-Benz E320, bearing Vehicle Identification Number WDBUF65J25A [REDACTED]. I recognize that you have experienced inconvenience and possibly frustration in connection with the servicing of your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Los Angeles area. I have reviewed your repair history to date with Service & Parts Director Steve Schimkus at Mercedes-Benz of South Bay and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek.

If safety problems are persisting as stated in your contact, I can offer direct assistance from the Shop Foreman at Mercedes-Benz of South Bay. If you would like to make an appointment for such an inspection, please contact Steve Schimkus at 310-257-2025.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your E320.

Sincerely yours,

Carolyn Duchene
Service & Parts Operations Manager - MBUSA

cc: Steve Schimkus
MBUSA Customer Assistance Center

Open Date: 01/09/2008 13:40:51 **Agent:** Maria Cruz **Phone** 4604 **Note Type:** SN

Writer spoke with SPOM Carolyn Duchene, regarding resolution to this matter. Carolyn advised that she is unable (per Frank Berenz) to provide trade assistance.

Writer left voice mail message for General Sales Manager, Greg Sexton about customer's interest to work with Esther - sales rep at Rusnak if a good deal can be worked out given her trouble and dissatisfaction with this vehicle.

Writer also left voice message for SPOM, Robert Mansfield regarding the same, asking him to also follow up with Rusnak Sales Team to see if salesperson, Esther, can reach out to customer.

Open Date: 01/09/2008 13:47:21

Agent: Maria Cruz

Phone 4604

Note Type: SN

Writer contacted [REDACTED] and advised that her trade assistance request was denied and advised that we would continue to honor the terms of the warranty.

Writer advised that we had reached out with Sales team at Rusnak regarding her interest for further contact with her. Writer advised that MBUSA could not make any guarantees as negotiations would be between her and the dealer.

Customer is dissatisfied that MBUSA would not make an offer to keep her in the MB family and asked, "you won't stand behind your product, why would I be inclined to purchase another? "

Writer apologize for her dissatisfaction with our corporate position in this matter and advised that we would continue to honor the terms of the warranty.

Customer thanked writer for efforts and follow up.

Letter no necessary as writer communicated our position verbally. Therefore, letter not sent. Referral can now be closed. Letter not sent- see above.

Open Date: 01/10/2008 21:48:33

Agent: CAROLYN DUCHENE

Phone

Note Type: RC

No further action necessary.

7/16/2010

Customer Assistance Referral

CA Ref ID: 204446 Priors: Both Open Date: 12/18/2007 Status: CLS Last Update: 02/05/2008

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

City: Glendale CA [REDACTED] Corres ID: 340705

Agent: Paul Harmon Phone: 7831 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 26
 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: 2110651A [REDACTED] Model: E320W 2005
 World VIN: WDBUF65J65A [REDACTED]
 Mileage: 22628 Engine Number: 11294931846903
 Prod Date: 06/07/2004 Warranty Start Date: 11/18/2004

Close Agent: MARIO HARO Field Closing Date: 02/05/2008
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [REDACTED], [REDACTED] Glendale, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Residence
 - 000-000-0000, Secondary Business
- [REDACTED] - Representative, [REDACTED], Glendale, CA [REDACTED]
 - [REDACTED], Primary Residence
 - [REDACTED], Secondary Business
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Fax
 - [REDACTED], Secondary Residence
 - [REDACTED], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/18/2007 16:38:35 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** PC
Primary Phone: 818-244-0050
Contact name: John Akopian
Current Mileage: 22628
Warranty Start Date: 11/18/2004
Previous CA Referrals: 198001

Previous Summary Notes: None

Writer received letter 12/17/07 dated 12/10/07 from John Akopian Attorney representing customer. Attorney claims that MB is in violation of CA Lemon Law for breach of Express Warranty, and breach of an Implied Warranty. Attorney claims that vehicle has been experiencing defective conditions with SRS light. Attorney is requesting \$52,415 plus \$3,500 for attorneys fees.

Open Date: 12/18/2007 16:42:02 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** SN
Letter sent:

December 18, 2007

Mr. John Akopian
130 N Brand Blvd Ste 300
Glendale, CA 91203-4622

Subject: Client [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J65A [REDACTED]

Dear Mr. Akopian:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Paul H.
Case Manager

Corr: 340705
Referral: 204446

Open Date: 01/31/2008 01:38:22 **Agent:** MARIO HARO **Phone** **Note Type:** SN
Buyback request currently under review by SPOM.

Open Date: 02/01/2008 16:32:06 **Agent:** MARIO HARO **Phone** **Note Type:** SN
Review VH with SM at Calstar and buyback request denied. Send letter of our decision to customers attorney.

Open Date: 02/01/2008 16:34:05 **Agent:** MARIO HARO **Phone** **Note Type:** RC
see previous note

Open Date: 02/05/2008 11:14:43

Agent: Paul Harmon

Phone 7831

Note Type: SN

Letter approved by SPOM Mario

February 5, 2008

Mr. John Akopian
130 N Brand Blvd Ste 300
Glendale, CA 91203-4622

Subject: Client: [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J65A [REDACTED]

Dear Mr. Akopian:

On behalf of Mercedes-Benz USA, LLC, I have reviewed your 12/10/07 letter sent on behalf of your client, [REDACTED] Muradyan concerning his 2005 Mercedes-Benz E320W, bearing Vehicle Identification Number WDBUF65J65A [REDACTED]. I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of his Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type. I have reviewed your client's repair history to date with Service Manager Glen Matsuda at Calstar Motors, and have determined that this vehicle does not qualify for the refund or replacement under the Lemon Law that your letter seeks. Specifically, we believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues you have presented for repair.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz New Vehicle Limited Warranty for your client's E320W.

Sincerely,

Mario Haro
Service and Parts Operations Manager

CC: Glen Matsuda (Calstar Service Manager)

Corr: 340705
Referral: 204446

7/16/2010

Customer Assistance Referral

CA Ref ID: 204563 Priors: No Open Date: 12/27/2007 Status: CLS Last Update: 09/08/2008

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

City: North Royalton OH [Redacted] Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: HO Region: 4 Market: 5

Service Retailer:00444 CHICAGO RGN Assign Agent: SOM - 25

Orig Retailer: 62106 MERCEDES-BENZ OF BED BEDFORD OH

Sell Retailer: 62106 MERCEDES-BENZ OF BED BEDFORD OH

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87J26X [Redacted]

Mileage: 20000 Engine Number: 27297230159662

Prod Date: 08/18/2005 Warranty Start Date: 09/27/2005

Close Agent: RICK LANE Field Closing Date: 09/08/2008

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

Involved Information

>	[Redacted] - Owner	[Redacted], North Royalton, OH [Redacted]
	[Redacted]	Primary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Residence
	[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/27/2007 12:18:47

Agent: Jennifer Burton

Phone 7843

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 20000

Warranty Start Date: 09/27/2005

Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] phoned CAC claiming that she was involved in a accident and airbags did not deploy. Customer claims that vehicle requires "\$10,000-12,000" worth of repairs. Customer claims that there "were no serious injuries or damage" however she was advised by the hospital that "the muscles in her neck were ripped and would heal in 2- 3 weeks". Customer claims that she was traveling "~30mph" when vehicle in front of her stopped short. Customer claims that "police claim that she did not brake but her adjuster explained that she probably did brake but vehicle may have hydroplaned". Customer claims that she feels that this is an "engineering defect" claiming that the "wires for the front end sensors were severed which kept airbags from deploying". Customer claims that she contacted dealer 62106 (Mercedes-Benz of Bedford) several times and when she "finally spoke to somebody they didn't seem to care and referred her to MBUSA". Customer "demands" buyback.

Writer apologized and advised Customer that her concerns and request will be documented and forwarded to the appropriate party. Customer "refuses" to provide information on where vehicle is located and additional insurance information stating that "MBUSA has to go through me first".

When did the incident occur? 12/11/07

Driver's name and name of occupants: [REDACTED] / 0 occupants

Where did the alleged incident occur? State Road in North Royalton, OH

Were there passengers? No

Was anyone injured? As per Customer, "there were no serious injuries or damage but the hospital told me that I tore the muscles on both sides of my neck which will heal in 2-3 weeks".

Were seatbelts worn? "Yes"

Where is the vehicle located now? Customer refuses to provide this information stating that MBUSA has to go through her first.

Address, Phone and Contact person at Body Shop:

Police Report? Yes. North Royalton Police Department

Insurance Information: Allstate. Customer refuses to provide any additional information on insurance.

Can customer forward photos to CAC? Customer claims that she will forward photos to mailmaster@mbusa.com this evening.

Open Date: 01/07/2008 09:37:13

Agent: Paul Harmon

Phone 7831

Note Type: SN

Writer received email with photos attached.

Email received:

To Whom It May Concern:

I have been attempting to reach "someone" at Mercedes Benz in an effort to report what happened to my vehicle on December 11, 2007. I was involved in a collision in which I hit someone from behind. I am an excellent driver and have been without an accident or ticket in 19 years. Unfortunately, the driver in front of me played good Samaritan and stopped abruptly. Due to the weather conditions I ended up skidding into her at about 30 mph. I have been told that if an object is stationary it doubles the speed of impact. I have incurred over 10k worth of front end damages and I only owe 15k on the vehicle.

I originally bought this Mercedes in 2005. I could not afford this car, but after losing a son in Iraq in August of '05, you could say that the family was a little paranoid about losing anyone else. I made the choice with the E350 based on its safety and collision scores and felt very comfortable about my safety in this vehicle. Unfortunately, on December 11, 2007, my views and safety opinions changed forever regarding Mercedes products.

You see, upon impact, my air bag never deployed. I understand there are 3 air bag sensors on this model and two of them must activate for the air bag to deploy. The sensor on the right front passenger side still had the connectors behind the headlight but the wires were severed on impact. The Auto Body Shop said they had never seen anything like it before. Yes, you can say that I am alive because I was wearing my seat belt. You could also say that air bags could possibly cause further damage if they do deploy, however, I suffered neck, back and shoulder injuries that are still bothering me. I am disappointed in my car's performance and your product. What if I had been on the highway going at a faster speed ... would my air bag deploy? I do not have any confidence in your product at this point. I was involved in a horrible front end collision and I had no air bag. Who's to say that I will have one again or is this manufacturing defect?

My injuries will go away in time but, my opinion won't change about Mercedes. At the very least, could you investigate this so that you could rule out any defects in case someone else is not hurt any worse in the future? Unfortunately, I will have to continue driving this vehicle never knowing if this safety feature will ever work and that just makes me sick.

Sincerely

[REDACTED]
(H)
(W)

Open Date: 01/07/2008 09:38:36

Agent: Paul Harmon

Phone 7831

Note Type: SN

Writer forwarded email to Gary for review of photos.

Open Date: 01/07/2008 09:45:21

Agent: Paul Harmon

Phone 7831

Note Type: SN

Email sent to customer:

Dear [REDACTED]

We are in receipt of your recent internet inquiry.

We appreciate your patience while our review continues.

If we can be of any further assistance in the meantime, please feel free to e-mail us again or call us at 1-800-FOR-MERCEdes (1-800-367-6372).

Sincerely,

Paul H.
Case Manager

Open Date: 01/07/2008 13:24:40 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Rick,

Please attempt to have the customer bring the vehicle to a dealer after the body repairs are complete. We can then check the SRS and provide her with a response. We would also need a copy of the repair invoice so we can see if any SRS components were replaced.

Thanks,

Gary

Open Date: 09/08/2008 09:57:15 **Agent:** DOUGLAS LEHMAN **Phone** **Note Type:** SN
No Inspection Required

Open Date: 09/08/2008 09:58:32 **Agent:** DOUGLAS LEHMAN **Phone** **Note Type:** RC
Vehicle has been to the dealer multiple times since accident occurred. Dealer Service manager advises that customer is happy with repairs performed and that no further question need to be answered.

7/16/2010

Customer Assistance Referral

CA Ref ID: 204564 Priors: No Open Date: 12/27/2007 Status: CLS Last Update: 02/28/2008

H.j.b. Financial Inc.

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: Pasadena

CA [REDACTED]

Corres ID: 341199

Agent: Mary Marten

Phone: 6328

Orig By: M

Orig CD: HO

Region: 3

Market: 2

Service Retailer: 05171 MERCEDES-BENZ OF ENC ENCINO CA Assign Agent: SOM - 27

Orig Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Sell Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [REDACTED] Model: E350W 2006

World VIN: WDBUF56J86A [REDACTED]

Mileage: 27116 Engine Number: 27296430137540

Prod Date: 07/15/2005 Warranty Start Date: 09/27/2005

Close Agent: ROBERT MANSFIELD Field Closing Date: 02/28/2008

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

Involved Information

- [REDACTED] [REDACTED], Pasadena, CA [REDACTED]
[REDACTED] Primary Business
- [REDACTED], Primary Business
- [REDACTED] Primary Residence
- [REDACTED] - Driver, [REDACTED], Pasadena, CA [REDACTED]
818-674-3788, Primary Business
- [REDACTED] - Representative, [REDACTED] [REDACTED], Woodland Hills, CA [REDACTED]
[REDACTED] Primary Business
- [REDACTED] Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 12/27/2007 12:24:03 **Agent:** Mary Marten **Phone** 6328 **Note Type:** PC
Primary Phone: 818-594-0739
Contact name: Harry Kaloustian
Current Mileage: 27116
Warranty Start Date: 09/27/2005
Previous CA Referrals: None

Previous Summary Notes: None

Harry Kaloustian, Esq. sent a request on 12/17/2007 and was received by this office on 12/26/07 on behalf of his client, Ovsanna Balyan to replace the vehicle less her prorated mileage and a full refund of the amounts paid for lease of the vehicle. Mr. Kaloustian claims that the vehicle has had "numerous, repeated mechanical and safety-related difficulties" including check engine light, SRS light, Airbag Warning light, engine and transmission concerns. Mr. Kaloustian adds "failure to comply with this request within 30 days may subject you to the following remedies available for violations of the Song-Beverly Consumer Warranty Act".

Write will send acknowledgement.

Open Date: 12/27/2007 12:25:58 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN
December 27, 2007

Harry Kaloustian, Esq.
21243 Ventura Blvd Ste 115
Woodland Hills, CA 91364-2100

Subject: Client: [REDACTED]
Model: 2006 E350W
VIN: WDBUF56J86A [REDACTED]

Dear Mr. Kaloustian:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Mary M.
Case Manager

Corr: 341199
Referral: 204564

Open Date: 01/02/2008 16:14:10 **Agent:** ROBERT MANSFIELD **Phone** **Note Type:** SN
Sent VH to SM for repair details, days down, and nff info...

Open Date: 02/08/2008 15:06:16 **Agent:** ROBERT MANSFIELD **Phone** **Note Type:** SN
Waiting for additional repair details from the dealers.

Open Date: 02/21/2008 23:23:16

Agent: ROBERT MANSFIELD

Phone

Note Type: SN

Based on a detailed review of the repair history of this vehicle it has been decided that MBUSA will not offer to repurchase this vehicle. Please forward the following letter to the attorney:

Kaloustian & Associates
21243 Ventura Blvd, Suite 115
Woodland Hills, California 91364
Attn: Harry Kaloustian

February 21, 2008

Re: [REDACTED]
2006 Mercedes-Benz E350
VIN: WDBUF56J86A [REDACTED]

Dear Mr. Kaloustian,

On behalf of Mercedes-Benz USA, LLC, I have reviewed your letter dated December 17, 2007 sent on behalf of your client [REDACTED] concerning a 2006 Mercedes-Benz E350, bearing Vehicle Identification Number WDBUF56J86A [REDACTED]. I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of the Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Los Angeles market area. I have reviewed your client's repair history and have determined that this vehicle does not qualify for the refund or replacement under the Lemon Law that your letter seeks. Mercedes-Benz must therefore decline to replace or repurchase your client's 2006 Mercedes-Benz E350.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty.

Sincerely yours,

Robert Mansfield
Service & Parts Operations Manager - MBUSA

Open Date: 02/25/2008 10:09:51
February 25, 2008

Agent: Mary Marten

Phone 6328

Note Type: SN

Harry Kaloustian, Esq.
Kaloustian & Associates
21243 Ventura Blvd.
Suite 115
Woodland Hills, CA 91364

Subject: Client: [REDACTED]
Model: 2006 E350W
Serial No: WDBUF56J86A [REDACTED]

Dear Mr. Kaloustian:

On behalf of Mercedes-Benz USA, LLC, I have reviewed your letter, dated December 17, 2007, sent on behalf of your client, [REDACTED], concerning a 2006 Mercedes-Benz E350, bearing Vehicle Identification Number WDBUF56J86A [REDACTED]. I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of the Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Los Angeles market area. I have reviewed your client's repair history and have determined that this vehicle does not qualify for the refund or replacement under the Lemon Law that your letter seeks. Mercedes-Benz must, therefore, decline to replace or repurchase your client's 2006 Mercedes-Benz E350.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty.

Sincerely yours,

Robert Mansfield
Service & Parts Operations Manager

RM/mm/mw

Referral 204564
Corres. 345711

Open Date: 02/26/2008 17:39:06
no further action required

Agent: ROBERT MANSFIELD

Phone

Note Type: RC

7/16/2010

Customer Assistance Referral

CA Ref ID: 204784 Priors: No Open Date: 01/11/2008 Status: CLS Last Update: 02/12/2008

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

City: Glendale CA [Redacted] Corres ID: 342279

Agent: Anne Larson Phone: 6319 Orig By: M Orig CD: HO Region: 3 Market: 3

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 34
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: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56J66A [Redacted]
Mileage: 11000 Engine Number: 72290600661901
Prod Date: 04/11/2006 Warranty Start Date: 05/27/2006

Close Agent: MARIO HARO Field Closing Date: 02/12/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
 - 858-485-9140, Primary Business
 - 619-232-5811, Secondary Business
 - 858-485-9961, Secondary Fax
 - 858-485-9332, Secondary Business
- [Redacted] [Redacted] Glendale, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/11/2008 09:46:12 **Agent:** Anne Larson **Phone** 6319 **Note Type:** PC
Primary Phone: 858-485-9332
Contact name: William Mc Gee
Current Mileage: 11000
Warranty Start Date: N/A
Previous CA Referrals: None

Previous Summary Notes: 1462641, 1797974

William R. McGee, Attorney, sent letter on behalf of his client Armine Bagdasaryan requesting buyback. CAC received letter on 1-10-2008

Attorney stated: "this vehicle has suffered from serious defects and non-conformities to warranty, including, but not limited to:

- four (4) separate repair attempts for the transmission system
- three (3)
- separate repair attempts for the steering system
- one (1) repair attempt for the SRS/airbag system. "

Open Date: 01/11/2008 09:50:27 **Agent:** Anne Larson **Phone** 6319 **Note Type:** SN
writer sent the following attorney acknowledgement letter:
January 11, 2008

William Mc Gee, Esq.
16855 W Bernardo Dr Ste 380
San Diego, CA 92127-1626

FAX: 858-485-9961

Subject: Client: [REDACTED]
Model: 2006 E350W
VIN: WDBUF56J66A [REDACTED]

Dear Mr. Mc Gee:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Anne L.
Case Manager

CC: Mario Haro, SPOM
Yvette Chang, MBUSA Legal

Open Date: 01/23/2008 10:47:24 **Agent:** MARIO HARO **Phone** **Note Type:** SN
Buyback request under review by SPOM

Open Date: 02/08/2008 19:14:26

Agent: MARIO HARO

Phone

Note Type: RC

Buyback request declined, letter faxed to 858 485-9961 the law office of William McGee on 2/8/2008. See attached letter.

February 8, 2008

To the law offices of William R. McGee
Bernardo Executive Center
16855 W Bernardo Dr Ste 380,
San Diego, CA. 92127-1626

Subject: Client: [REDACTED]
Model: 2006 E350W
VIN: WDBUF56J66A [REDACTED]

Dear Mr. McGee:

On behalf of Mercedes-Benz USA, LLC, I have reviewed your January 7, 2008 letter, sent on behalf of your client, Ani Bagdasaryan, concerning his 2006 Mercedes-Benz E350, bearing Vehicle Identification Number WDBUF56J66A [REDACTED]

I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of his Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Los Angeles region. I have reviewed your client's repair history to date with management at the Calstar Motors dealership and have determined that this vehicle does not qualify for the repurchase or replacement under the Lemon Law that your letter seeks.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz New Vehicle Limited Warranty. If your client should experience any additional concerns with the E350, it is recommended that you contact the authorized Mercedes-Benz dealership for diagnosis.

Sincerely yours,

Mario Haro
Service & Parts Operations Manager

cc: Yvette Chang Legal
Referral: 204784

Open Date: 02/12/2008 09:14:21

Agent: Anne Larson

Phone 6319

Note Type: SN

Per Honora D, writer closing out referral since Mario Haro faxed the above letter to atty.

7/16/2010

Customer Assistance Referral

CA Ref ID: 204840 Priors: No Open Date: 01/15/2008 Status: CLS Last Update: 02/12/2008

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

City: Van Nuys CA [Redacted] Corres ID: 342218

Agent: Paul Harmon Phone: 7831 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer:05737	DOWNTOWN L. A. MOTOR	LOS ANGELES	CA	Assign Agent: SOM - 23
Orig Retailer: 05646	RUSNAK/ARCADIA	ARCADIA	CA	
Sell Retailer: 05646	RUSNAK/ARCADIA	ARCADIA	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110561A [Redacted]	Model: E350W	2006
World VIN: WDBUF56J96A [Redacted]		
Mileage: 29926	Engine Number: 27296430054204	
Prod Date: 02/25/2005	Warranty Start Date: 04/27/2005	

Close Agent: CAROLYN DUCHENE	Field Closing Date: 02/12/2008
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- > [Redacted] [Redacted] Van Nuys, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- > [Redacted] - Representative, [Redacted], Glendale, CA [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Business
 - [Redacted], Secondary Fax
 - [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 01/15/2008 11:35:56 Agent: Paul Harmon Phone 7831 Note Type: PC
 Primary Phone: [Redacted]
 Contact name: [Redacted]
 Current Mileage: 29926
 Warranty Start Date: 04/27/2005
 Previous CA Referrals: None

Previous Summary Notes: None

Writer received letter 1/10/08 dated 1/2/08 from [Redacted] Attorney representing customer. Attorney claims hat vehicle qualifies for CA Lemon Law for 4 separate repair attempts on SRS/airbag system, and one repair attempt for the power steering system. Attorney is requesting \$16,365.25 in restitution. Attorney requests that all communications be done through her office.

Open Date: 01/15/2008 11:36:17

Agent: Paul Harmon

Phone 7831

Note Type: SN

Letter sent:

January 15, 2008

[REDACTED]
Glendale, CA [REDACTED]

Subject: Client [REDACTED]
Model: 2006 E350W
VIN: WDBUF56J96A [REDACTED]

Dear [REDACTED]:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Paul H.
Case Manager

Corr: 342218
Referral: 204840

Open Date: 01/29/2008 15:21:47

Agent: CAROLYN DUCHENE

Phone

Note Type: SN

SPOM is gathering service files from multiple dealerships to complete evaluation. SPOM will review case upon receipt of all files.

Open Date: 02/11/2008 21:19:28

Agent: CAROLYN DUCHENE

Phone

Note Type: RC

SPOM has reviewed vehicle history and determined that vehicle qualifies for repurchase.

Following email was sent to attorney:

Dear [REDACTED],

Your demand letter regarding your [REDACTED] 2006 E350 was forwarded to me for review on 1/15/08. I have reviewed your client's service history and will agree to repurchase this vehicle.

You will be contacted shortly by ISG, our transfer agent, to negotiate terms and complete this transaction.

Best regards,

Carolyn Duchene
Service & Parts Operations Manager - Markets 2 & 4
MBUSA - Western Region
Cell: 949-636-2237
Fax: 949-271-5610

Contact and vehicle information has been transferred to ISG.

No further action is necessary.

7/16/2010

Customer Assistance Referral

CA Ref ID: 205291 Priors: Both Open Date: 02/11/2008 Status: CLS Last Update: 03/05/2008

Address: [Redacted]

Title:
Phone: [Redacted] Mobile

City: Las Vegas NV [Redacted] Corres ID:

Agent: Ted Swartz Phone: 6341 Orig By: P Orig CD: HO Region: 3 Market: 8

Service Retailer: 49702	FLETCHER JONES IMPOR	LAS VEGAS	NV	Assign Agent: SOM - 30
Orig Retailer: 08105	GLAUSER	WESTMINSTER	CO	
Sell Retailer: 08105	GLAUSER	WESTMINSTER	CO	

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110831X [Redacted]	Model: E500W4	2005
World VIN: WDBUF83J85X [Redacted]		
Mileage: 26033	Engine Number: 11396930625394	
Prod Date: 10/01/2004	Warranty Start Date: 03/23/2005	

Close Agent: ED CONNER Field Closing Date: 03/05/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted], [Redacted], Las Vegas, NV [Redacted]		
[Redacted],	Primary	Residence
[Redacted]	Secondary	Residence
[Redacted]	Secondary	Mobile
C*7-575-100,	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/11/2008 13:29:12 **Agent:** Norman Swartz **Phone** 6341 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 26033
Warranty Start Date: 03/23/2005
Previous CA Referrals: 203209

[REDACTED] contacted the CAC to request a buy back as her vehicle had to go back to the dealership again for a blower motor and her SRS system is not working.

The customer stated that she requested a buy back once before and she was told that she had to get the vehicle repaired before the request would be looked at.

The vehicle was in on 1-08-08 for repairs and eight days later the blower motor and SRS system was shorted out. The customer alleges that this is the fourth time the blower motor had to be replaced .

The customer also advised that she rented a vehicle as she does not feel safe driving her vehicle.

Writer apologized for any inconvenience, thanked customer for calling, and advised customer that all comments will be documented as well as shared with the appropriate parties .

Open Date: 02/12/2008 18:20:27 **Agent:** ED CONNER **Phone** **Note Type:** RC
SPOM reviewed car's serv history w/Cust Rel Mgr @ Dlr today. Car does not qualify for BB. Close.

Open Date: 02/12/2008 18:22:23 **Agent:** ED CONNER **Phone** **Note Type:** SN
Pls forward written correspondence to cust. MBUSA cannot offer BB, but will continue to honor terms of new car warranty, etc. Thanks!

Open Date: 02/19/2008 14:08:14 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Good Afternoon Ed:

Attached is the letter to [REDACTED].
Please advise if this is acceptable to you....

Best Regards,

Robert
(201)476-6326

Open Date: 02/22/2008 12:09:12 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
[REDACTED] called requesting an update on her request.

Writer advised customer she would receive correspondence from MBUSA.

Customer demanded to know what the determination was.

Writer advised request was declined. Advised MBUSA will continue to uphold the terms of the NCLW.

Customer stated the Nevada lemon law states when the same issue occurs more than three times, the vehicle is considered a lemon. Claimed she contacted the consumer agency and her attorney and they both need written documentation that previous request was denied and that current request is also being denied.

Customer stated the blower failed at the same time the window failed, with her children in the vehicle. Claimed the consumer agency "was interested in knowing that MBUSA did to do anything, especially with the temperature here in Nevada."

Open Date: 02/25/2008 09:21:31 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Writer confirmed letter with SPOM.

Open Date: 03/05/2008 14:17:29 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Letter was sent to customer on Feb 26th

Open Date: 03/05/2008 14:17:43

Agent: Robert Murphy

Phone 6326

Note Type: SN

Customer Assistance Referral

CA Ref ID: 205391 Priors: Both Open Date: 02/15/2008 Status: CLS Last Update: 04/02/2008

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Los Angeles CA [Redacted] Corres ID: 345289

Agent: Jessica Redzia Phone: 6262 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer:05154	W.I. SIMONSON	SANTA MONICA	CA	Assign Agent: SOM - 25
Orig Retailer: 05721	W. I. SIMONSON, INC.	SANTA MONICA	CA	
Sell Retailer: 05721	W. I. SIMONSON, INC.	SANTA MONICA	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J25A [Redacted]		
Mileage: 29746	Engine Number: 11294931944612	
Prod Date: 11/12/2004	Warranty Start Date: 01/24/2005	

Close Agent: HECTOR VILLEGAS	Field Closing Date: 04/02/2008
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Fax
- [Redacted] - Owner, , ,
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/15/2008 16:49:14

Agent: Jessica Redzia

Phone 6262

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 29746

Warranty Start Date: 01/24/2005

Previous CA Referrals: 185657, 187775

Previous Summary Notes: 741025

Writer received an attorney demand letter sent priority mail, dated 2/12/08 received in CR 2/15/08, in which attorney stated, "Mr. King hereby demands repurchase of the subject vehicle".

Attorney stated, "The subject vehicle has suffered from a safety related non-conformities of SRS light coming on, electrical concerns and clanking noise from side fender. My client has made numerous visits to repair these safety related non-conformities and the subject vehicle has been out of service for more than 30 days. My client does not feel safe driving the subject vehicle with the SRS light coming on".

Attorney attached repair orders from dealership.

Writer will send atty ack letter.

Open Date: 02/15/2008 16:51:48

Agent: Jessica Redzia

Phone 6262

Note Type: SN

February 15, 2008

[REDACTED], Esq.

Los Angeles, CA [REDACTED]

Subject: Client: [REDACTED]

Model: 2005 E320W

VIN: WDBUF65J25A [REDACTED]

Dear [REDACTED]

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Jessica R.
Case Manager

CC: Hector Villegas, SPOM
Yvette Chang, Legal

Corr: 345289
Referral: 205391

Open Date: 02/20/2008 18:57:12

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: SN

SPOM reviewed attys demands as per the vehicle service history and determined vehicle doesnt qualify for repurchase. There have been two SRS complaints one of which involved the seatbelt chime sounding while driving. SPOM offered \$5K inclusive for the inconvenience. Atty said he would check with his client and get back to me. Follow-up to continue.

Open Date: 04/02/2008 10:20:04

Agent: HECTOR VILLEGAS

Phone 7325

Note Type: RC

As per above notes, custoemr atty has not responded to SPOM offer and therefore SPOM assumes offer has been declined. SPOM will close this case and readdress should there be need.

7/16/2010

Customer Assistance Referral

CA Ref ID: 205808 Priors: No Open Date: 03/11/2008 Status: CLS Last Update: 05/06/2008

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Sherman Oaks CA [Redacted] Corres ID: 347127

Agent: Robert Murphy Phone: 6326 Orig By: M Orig CD: HO Region: 3 Market: 3

Service Retailer: 05171 MERCEDES-BENZ OF ENC ENCINO CA Assign Agent: SOM - 27

Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X76A [Redacted]

Mileage: 25250 Engine Number: 11396730652175

Prod Date: 02/17/2005 Warranty Start Date: 03/31/2005

Close Agent: MARIO HARO Field Closing Date: 05/06/2008

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

Involved Information

- [Redacted] - Owner, [Redacted], Sherman Oaks, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
- [Redacted] Representative, [Redacted], Encino, CA [Redacted]
 - [Redacted] Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/11/2008 16:21:57 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 25250
Warranty Start Date: 03/31/2005
Previous CA Referrals: None

Previous Summary Notes: 1965928
Writer received attorney demand letter dated March 7, 2008 on March 11, 2008.

Attorney advised that his law firm has been retained by [REDACTED] and is requesting repurchase based on the following concerns:

SRS light, defective transmission (2-3 up and down shifts hard and allegedly "kicks like a wild stallion". Attorney cites multiple repair attempts to vehicle including replacement valve body.

Monthly payments (including 3/08) \$1182.00
07/08 registration renewal: \$475.00
mileage usage: \$5000.00
Attorney: \$2850.00
Total: \$38513.00

Open Date: 03/12/2008 16:54:32 **Agent:** ROBERT MANSFIELD **Phone** **Note Type:** SN
Sent VH to SM for detailed review of repairs, NFF info, and days down....

Open Date: 03/27/2008 17:00:37 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Letter recieved from Attorney dated March 26th, 2008 communicating attorney belief that the vehicle should be repurchased. Forwarded to Robert Mansfield.

Good Afternoon Robert.

Attached is an additional letter from [REDACTED] i requesting vehicle repurchase.

Please let me know if you need anything on this.

Regards,

Robert
(201)476-6326

Open Date: 04/02/2008 09:59:44 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Morning Robert:

As an FYI this is another letter that we received from [REDACTED] inclusive of an additonal service visit dated.March 21st, 2008.

Let me know if you need anything.

Thanks,

Robert
(201)476-6326

Open Date: 04/07/2008 16:23:44

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer reviewed chronology of repairs @ 05171 and found that it does not support repurchase demand. Writer drafted a letter and forwarded it to CAC to be sent to cust's attorney as follows:

April 7, 2008

P. David Yadidi, Esq.
1661 Ventura Blvd. Ste. 223
Encino, CA 91436-1944

Re your client: [REDACTED]
2006 Mercedes-Benz CLS500
VIN: WDDDJ75X76A [REDACTED]

Dear [REDACTED]

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2006 Mercedes-Benz CLS500 bearing Vehicle Identification Number WDDDJ75X76A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Regional Customer Relations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's CLS500. Please feel free to contact me at (800) 225-6262 extension 7321 if you would like to discuss other possible alternatives.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your client's CLS500.

Sincerely yours,

Frank Dingman
Regional Customer Relations Manager
Mercedes-Benz USA, LLC

Open Date: 04/10/2008 10:30:49 **Agent:** Robert Murphy
reviewed. drafted, corr number assigned.

Phone 6326

Note Type: SN

Open Date: 04/10/2008 15:58:23 **Agent:** Robert Murphy
letter sent

Phone 6326

Note Type: SN

Open Date: 05/05/2008 13:07:10 **Agent:** MARIO HARO
Process reviewed by RCRM

Phone

Note Type: RC

7/16/2010

Customer Assistance Referral

CA Ref ID: 206560 Priors: No Open Date: 04/28/2008 Status: CLS Last Update: 03/27/2009

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

City: New City NY [Redacted] Corres ID:

Agent: Randall Bibber Phone: 4647 Orig By: P Orig CD: HO Region: 1 Market: 3

Service Retailer:00111 WASHINGTON RGN Assign Agent: SOM - 29

Orig Retailer: 55106 MERCEDES-BENZ OF NAN NANUET NY

Sell Retailer: 55106 MERCEDES-BENZ OF NAN NANUET NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87J36X [Redacted]

Mileage: 11056 Engine Number: 27297230327072

Prod Date: 03/07/2006 Warranty Start Date: 05/10/2006

Close Agent: Robyn Letz Field Closing Date: 03/27/2009

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

Involved Information

- > [Redacted] - Owner, [Redacted] New City, NY [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Mobile
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/28/2008 15:23:26

Agent: Randall Bibber

Phone 4647

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 11056

Warranty Start Date: 05/10/2006

Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] called the CAC alleging his Airbags did not deploy when he was involved in an accident. Customer states he was driving on Main st. when another driver ran a stop sign and struck his vehicle on the drivers side. The customer states he was severely injured and due to the airbags not deploying he had to have surgery where they put Disc's in his back.

The customer is requesting Technical Involvement from Mercedes Benz and demands Immediate action or he will be contacting his Lawyer.

Writer apologized for the customer's dissatisfaction and advised we will submit his request share these concerns with the appropriate parties.

When did the incident occur? March 27 th. 2008

Driver's name and name of occupants: [REDACTED]

Where did the alleged incident occur? Main st and Hempstead

Were there passengers? no

Was anyone injured? Driver was injured.

Were seatbelts worn? Yes

Where is the vehicle located now? Fran Mar Collision

Address, Phone and Contact person at Body Shop: 115 Jewett ave , Staten Island, NY. 10302. Phone #- 718-447-4126 / Mario

Police Report? Yes #- 2008-8002

Insurance Information: Allstate Insurance. 800-255-7828

Can customer forward photos to CAC? Yes / Will forward to the CAC.

Open Date: 04/28/2008 15:48:49

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Mary,

Please ask the customer to send us the police accident report and photos of the accident damage. We will evaluate and decide if an inspection is necessary.

Thanks,

Gary

Open Date: 04/29/2008 10:00:59
April 29, 2008

Agent: Mary Marten

Phone 6328

Note Type: SN

[REDACTED]
New City, NY 1 [REDACTED]

Subject:Model:2006 E350W4
VIN:WDBUF87J36X [REDACTED]

Dear [REDACTED]:

To review your concerns further, please provide a copy of the police accident report and photos of the accident damage. This may be sent via email to mailmaster@mbusa.com, via fax to 201-476-6213 or sent standard mail to:

Mercedes-Benz USA
Customer Assistance Center
3 Mercedes Drive
Montvale, NJ 07645

We look forward to hearing from you at your earliest convenience.

Sincerely,

Mary M.
Case Manager

CC: Mike Willard, SPOM
Gary Bowne, Frank Berenz, Tom Brunner, Regina Cila

Corr: 351126
Referral: 206560

Open Date: 05/06/2008 09:54:22

Agent: Mary Marten

Phone 6328

Note Type: SN

corr 351803

Customer sent a copy of the Police Accident Report

Writer sent copy of Police Accident Report to Gary Bowne, Frank Berenz, Tom Brunner and Regina Cila

No pictures have been sent yet

Open Date: 05/08/2008 12:23:04

Agent: Mary Marten

Phone 6328

Note Type: SN

corr 352081

Customer sent pictures as requested and claims that he almost lost his "life because of this safety defects." "I hope that you can find a wise and proper decision to correct this mislead by Mercedes-Benz to avoid further legal actions, specially, when my car is still under warranty."

Writer sent pictures to Gary Bowne, Frank Berenz, Tom Brunner and Regina Cila via inter office mail

Open Date: 06/02/2008 19:05:34 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN

██████████ called CAC to request follow up on his concern.

Customer stated that he sent the pictures one month ago and no inspection has been done.

Customer stated, "Mercedes mislead me to believe that this car is safe. I am disabled. I spend my time between chiropractors, physical therapists, and pain therapists because of you lack of safety. Now you are playing games with me. I will take this to the furthest extent possible. I will actually contact the media and the newspapers. I am still making payments on the car that nearly killed me."

Customer claimed MBUSA is ignoring him.

Writer apologized for dissatisfaction. Advised that the case is still open and under review. Advised that every case in reviewed individually and it may take several weeks for a final position to be communicated.

Customer provided phone # 845-269-2569. Stated that if he was not contacted within the next 48 hours, he would take further action beyond MBUSA.

Writer reiterated case is still under review. Advised that request for contact would be documented, but contact was not promised.

Open Date: 06/04/2008 16:28:39 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Writer left message for customer to inquire if the vehicle has been repaired and the current location. Writer left name and extension, inviting customer to call back at his convenience.

Open Date: 06/05/2008 09:00:25 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Customer left writer message advising that the vehicle is in it's final phase of repair located at the same body shop when this case was opened (Fran Mar Collision, 115 Jewett Ave, Staten Island NY 10302 phone 718-4474126 contact Mario) Customer adds that he won't drive the vehicle any more and once it is repaired he will go straight to the media, if Mercedes-Benz doesn't take care of this immediately there will be a big problem. Customer also alleges that he has a bad knec from the airbag not deploying. Customer requesting a call back at ██████████ to resolve this immediately.

Open Date: 06/05/2008 09:06:46 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Writer sent email to Tom Brunner to advise of update

Open Date: 06/05/2008 15:06:19 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Writer contacted customer to let him know that the inspection has been scheduled for Tuesday June 10th, however the customer was very upset stating that he wants it done when he is there claiming that since he almost lost his life. Customer requested the inspection for Monday June 9th in the morning preferably, or if not June 12, Thursday. Writer explain to the customer that the body shop advised that the best day to inspect it would be June 10th but he just reiterated how he wanted to be there. Writer advised customer his comments would be forwarded but could not promise on the results.

Writer sent email to Tom Brunner to advise

Open Date: 06/05/2008 15:37:10 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Hi Mary,
Thanks. Please contact the customer and let them know we will inspect the car at the body shop on Thursday, June 12. Also, if the customer requests to be present, please ask him to bring any parts he may have from the car.
Tim - please make arrangements with the body shop to inspect the car on Thursday.
Thanks,
Tom

Writer attempted to contact customer and received voice mail. Writer left message to advise customer that the inspection date has been changed to 6/12

Open Date: 06/09/2008 10:05:29 **Agent:** Mary Marten **Phone** 6328 **Note Type:** SN

Customer contacted writer to acknowledge receipt of message and writer verified that the inspection will take place on Thursday at 10 AM

Open Date: 03/27/2009 19:28:22 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** RC

no contact since 6/08

7/16/2010

Customer Assistance Referral

CA Ref ID: 206655 Priors: Both Open Date: 05/02/2008 Status: CLS Last Update: 07/11/2008

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Playa Del Rey CA [Redacted] Corres ID: 351070

Agent: Anne Larson Phone: 6319 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer:05154	W.I. SIMONSON	SANTA MONICA	CA	Assign Agent: SOM - 23
Orig Retailer: 05721	W. I. SIMONSON, INC.	SANTA MONICA	CA	
Sell Retailer: 05721	W. I. SIMONSON, INC.	SANTA MONICA	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J25A [Redacted]		
Mileage: 30611	Engine Number: 11294931944612	
Prod Date: 11/12/2004	Warranty Start Date: 01/24/2005	

Close Agent:FRANK DINGMAN	Field Closing Date: 07/11/2008		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Driver, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Fax
- [Redacted] - Owner, [Redacted], Playa Del Rey, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Business
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/02/2008 15:30:38 **Agent:** Anne Larson **Phone** 6319 **Note Type:** PC

Primary Phone: 213-351-3513
Contact name: Alex Cha
Current Mileage: 30611
Warranty Start Date: 01/24/2005
Previous CA Referrals: 185657, 187775, 205391

Previous Summary Notes: 741025, 2603033

Alex Cha, attorney, sent letter dated 4-24-08 on behalf of his client James King, requesting buyback.

Attorney states: "the subject vehicle has suffered from a safety related non-conformities of SRS light coming on, electrical concerns, and clanking from side fender."

Open Date: 05/02/2008 16:21:18 **Agent:** Anne Larson **Phone** 6319 **Note Type:** SN

writer sent the following acknowledgement letter

May 02, 2008

Alex Cha, Esq.
3435 Wilshire Blvd Ste 2000
Los Angeles, CA 90010-2006

FAX: 213-351-3514

Subject: Client [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J25A [REDACTED]

Dear [REDACTED]

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted within 30 days.

Sincerely,

Annie L
Case Manager

CC: Frank Dingman, SPOM
Yvette Chang, MBUSA Legal

Open Date: 05/05/2008 12:03:32

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer reviewed the service history and found that the vehicle doesn't qualify for repurchase even in light of the repair visit subsequent to previous SPOM's evaluation and decision. In the interest of customer satisfaction and to compensate for any inconvenience that the customer may have experienced during the servicing of his vehicle, writer will make our goodwill offer of \$5,000.00 inclusive of attorney's fees available until May 31, 2008. Writer drafted a letter and forwarded it to CAC to be sent to cust's attorney as follows:

May 05, 2008

Alex Cha, Esq.
3435 Wilshire Blvd Ste 2000
Los Angeles, CA 90010-2006

Subject: Client: [REDACTED]

Model: 2005 E320W

VIN: WDBUF65J25A [REDACTED]

Dear Mr. Cha:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2005 Mercedes-Benz E350 bearing Vehicle Identification Number WDBUF65J25A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Regional Customer Relations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's E350.

In the interest of customer satisfaction and to compensate for any inconvenience that your client may have experienced during the servicing of his vehicle, I would like to make our previous goodwill offer of \$5,000.00 inclusive of attorney's fees available until May 31, 2008. Please feel free to contact me at (800) 225-6262 extension 7321 if you would like to discuss other possible alternatives.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your client's E350.

Sincerely yours,

Frank Dingman
Regional Customer Relations Manager
Mercedes-Benz USA, LLC

Open Date: 05/06/2008 10:07:44

Agent: Anne Larson

Phone 6319

Note Type: SN

writer FW to admin for corr #

Open Date: 05/06/2008 12:23:22

Agent: Anne Larson

Phone 6319

Note Type: SN

writer sent this letter per SPOM

May 06, 2008

Alex Cha, Esq.
3435 Wilshire Blvd Ste 2000
Los Angeles, CA 90010-2006

FAX: 213-351-3514

Subject: Client [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J25A [REDACTED]

Dear Mr. Cha:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2005 Mercedes-Benz E350 bearing Vehicle Identification Number WDBUF65J25A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As a Regional Customer Relations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's E350.

In the interest of customer satisfaction and to compensate for any inconvenience that your client may have experienced during the servicing of his vehicle, I would like to make our previous goodwill offer of \$5,000.00 inclusive of attorney's fees available until May 31, 2008. Please feel free to contact me at (800) 225-6262 extension 7321 if you would like to discuss other possible alternatives.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your client's E350.

Sincerely yours,

Frank Dingman
Regional Customer Relations Manager
Mercedes-Benz USA, LLC

Open Date: 05/06/2008 12:23:41

Agent: Anne Larson

Phone 6319

Note Type: SN

writer sent the above letter per SPOM

Open Date: 05/13/2008 13:26:51

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer received voice mail from cust's attorney. Writer left messages at both of attorney's numbers to discuss.

Open Date: 05/14/2008 15:43:43

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer spoke with cust's attorney. In the interest of customer satisfaction, writer offered \$6,500.00 inclusive of attorney's fees to compensate cust for any inconvenience that they may have experienced with the servicing of their vehicle.

Open Date: 06/21/2008 12:43:11

Agent: FRANK DINGMAN

Phone

Note Type: SN

Status change FLD to HLD by FRANK DINGMAN.

Open Date: 07/10/2008 23:21:55

Agent: FRANK DINGMAN

Phone

Note Type: RC

Writer forwarded settlement info to 05154 SM. 05154 SM to send checks to attorney.

7/16/2010

Customer Assistance Referral

CA Ref ID: 206828 Priors: No Open Date: 05/15/2008 Status: CLS Last Update: 08/25/2008

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: GLENDALE CA [Redacted] Corres ID: 352601

Agent: Jessica Redzia Phone: 6262 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 23
 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: 2110651A [Redacted] Model: E320W 2005
 World VIN: WDBUF65J85A [Redacted]
 Mileage: 16929 Engine Number: 11294931900352
 Prod Date: 08/25/2004 Warranty Start Date: 10/21/2004

Close Agent: FRANK DINGMAN Field Closing Date: 08/25/2008
 Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Representative, [Redacted], Los Angeles, CA [Redacted]
 - [Redacted] Primary Business
 - [Redacted], Secondary Mobile
 - 866-431-5575, Secondary Fax
 - 800-875-3666x232, Expired Business
- [Redacted] - Owner, [Redacted], GLENDALE, CA [Redacted]
 - [Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/15/2008 12:07:46 **Agent:** Jessica Redzia **Phone** 6262 **Note Type:** PC
Primary Phone: 323-988-2400
Contact name: Todd Friedman
Current Mileage: 16929
Warranty Start Date: 06/06/2005
Previous CA Referrals: None

Previous Summary Notes: 959640, 986717, 988426, 1381607, 1847148

Attorney, Todd Friedman, sent a letter to MBUSA's legal department, dated 4/24/08 received in CR 5/15/08. Yvette Chang of Legal sent an acknowledgement via fax advising attorney letter would be forwarded to CAC for handling.

Attorney demanded MBUSA repurchase customer's vehicle and stated, "my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law".

Attorney claimed vehicle concerns are: "1. Defective body as evidenced by trunk opens by it self while driving; 2. defective brakes as evidenced by the illumination of the SRS and brake lights and the illumination of the malfunction visit workshop warning light; 3. defective electrical as evidenced by the illumination of the malfunction warning light, dome lights flash on and off and SRS warning light flashes on and off; and 4. any additional complaints made by our client".

Attorney requested all communication be directed to their office and not the customer. No attachments.

Writer will send atty ack letter.

Open Date: 05/15/2008 12:11:09 **Agent:** Jessica Redzia **Phone** 6262 **Note Type:** SN
May 15, 2008

Todd Friedman, Esq.
5055 Wilshire Blvd.
Suite 300
Los Angeles, CA 90036-6101

Subject:Client: [REDACTED]
Model:2005 E320W
VIN:WDBUF65J85A [REDACTED]

Dear Mr. Friedman:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Jessica R.
Case Manager

CC:Frank Dingman, RCRM
Yvette Chang, Legal

Corr: 352601
Referral: 206828

Open Date: 05/19/2008 19:01:55 **Agent:** FRANK DINGMAN **Phone** **Note Type:** SN
Writer reviewed service history and found that it does not support repurchase demand. Writer left voice mail for cust's attorney to discuss.

Open Date: 06/03/2008 12:41:38 **Agent:** FRANK DINGMAN **Phone** **Note Type:** SN
Writer reviewed service history and found that it does not support repurchase demand. Writer spoke with cust's attorney and in the interest of customer satisfaction offered \$5,000.00 inclusive of attorney's fees to compensate cust for any inconvenience that they may have experienced with the servicing of their vehicle.

Open Date: 06/03/2008 12:42:21 **Agent:** FRANK DINGMAN **Phone** **Note Type:** SN
Status change FLD to HLD by FRANK DINGMAN.

Open Date: 06/23/2008 18:36:21 **Agent:** FRANK DINGMAN **Phone** **Note Type:** SN
Cust's attorney countered with 10K, writer offered 7K, Cust's atty countered with 8.5K, Writer offered 7.5K 6/3/08. Writer left message for cust's attorney 6/23/08 to follow up on whether or not cust accepts MBUSA goodwill offer.

Open Date: 07/14/2008 14:55:46 **Agent:** FRANK DINGMAN **Phone** **Note Type:** SN
Writer left voice mail message for cust's attorney inquiring as to status.

Open Date: 08/13/2008 18:00:57 **Agent:** FRANK DINGMAN **Phone** **Note Type:** SN
Writer spoke with cust's attorney and learned that cust declined MBUSA goodwill offer. Writer drafted letter and forwarded it to CAC to be sent to cust's attorney as follows:

August 12, 2008

Todd Friedman, Esq.
5055 Wilshire Blvd.
Suite 300
Los Angeles, CA 90036-6101

Subject:Client: [REDACTED]
Model:2005 E320
VIN:WDBUF65J85A [REDACTED]

Dear Mr. Friedman:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2005 Mercedes-Benz E320 bearing Vehicle Identification Number WDBUF65J85A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of their Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After Sales Process Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's E320. Feel free to call me on my cell phone at ([REDACTED]) if your client chooses to reconsider denial of our \$7,500.00 Goodwill offer or if you care to discuss this matter further.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of any Mercedes-Benz limited warranty for your client's E320.

Sincerely yours,

Frank Dingman
After Sales Process Manager
Mercedes-Benz USA, LLC

Open Date: 08/14/2008 14:39:04
August 14, 2008

Agent: Jessica Redzia

Phone 6262

Note Type: SN

Todd Friedman, Esq.
5055 Wilshire Blvd.
Suite 300
Los Angeles, CA 90036-6101

Subject: Client [REDACTED]
Model: 2005 E320
VIN: WDBUF65J85A [REDACTED]

Dear Mr. Friedman:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2005 Mercedes-Benz E320 bearing Vehicle Identification Number WDBUF65J85A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of their Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After Sales Process Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's E320. Feel free to call me on my cell phone at [REDACTED] if your client chooses to reconsider denial of our \$7,500.00 goodwill offer or if you care to discuss this matter further.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of any Mercedes-Benz limited warranty for your client's E320.

Sincerely yours,

Frank Dingman
After Sales Process Manager
Mercedes-Benz USA, LLC

CC: Frank Dingman, ASPM
Yvette Y. Chang, Legal
Steve Schimkus, Service and Parts Director, Mercedes-Benz of South Bay, Fax: (310) 325-0892

Referral: 206828
Corres. 360247

Open Date: 08/22/2008 11:42:00
letter sent

Agent: FRANK DINGMAN

Phone

Note Type: RC

7/16/2010

Customer Assistance Referral

CA Ref ID: 206842 Priors: Cus Open Date: 05/15/2008 Status: CLS Last Update: 02/23/2009

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

City: Los Angeles CA [REDACTED] Corres ID: 352572

Agent: Anne Larson Phone: 6319 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer:05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA **Assign Agent:** SOM - 23
Orig Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Sell Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Disp Amt: **Corr Fwd:** Y **Mailgram Sent:** Y

DBAG VIN: 2193751A [REDACTED] **Model:** CLS500C 2006
World VIN: WDDDJ75X66A [REDACTED]
Mileage: 35656 **Engine Number:** 11396730658937
Prod Date: 02/10/2005 **Warranty Start Date:** 03/28/2005

Close Agent: Christopher Carter **Field Closing Date:** 02/23/2009
Close With: **Close By:** **Close How:** **Owner Satisfied:**

Involved Information

- [REDACTED] - L, [REDACTED], Los Angeles, CA [REDACTED]
 - [REDACTED] Primary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Residence
 - [REDACTED] Secondary Business
- Chase Manhattan Auto Fin Corp - Owner, PO Box 5210, New Hyde Park, NY 110425210
 - 310-475-1700, Primary Residence
 - 800-321-8753, Secondary Residence
 - 858-485-9332, Secondary Residence
 - 310-273-5618, Secondary Residence
 - 310-266-7490, Secondary Residence
 - 949-495-8038, Secondary Residence
 - 818-225-9040, Secondary Residence
 - 310-954-8888, Secondary Residence
 - 714-606-1653, Secondary Residence
 - 310-463-0774, Secondary Residence
 - 323-988-2400, Secondary Residence
 - 714-542-2188, Secondary Residence
 - 310-309-4780, Secondary Residence
 - 323-868-1903, Secondary Residence
 - 818-990-4130, Secondary Residence
 - 626-813-7076, Secondary Residence
 - 213-351-3513, Secondary Residence
 - 818-244-3905, Secondary Residence

Involved Information

➤ [REDACTED] Representative, [REDACTED], Glendale, CA [REDACTED]
[REDACTED], Primary Residence
[REDACTED]xcell, Secondary Mobile
[REDACTED] Secondary Business
[REDACTED] Secondary Fax
[REDACTED] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/15/2008 16:07:34 **Agent:** Anne Larson **Phone** 6319 **Note Type:** PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 35656
Warranty Start Date: 03/28/2005
Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED], Attorney, sent letter dated 5-9-2008, on behalf of his client [REDACTED] requesting buyback. CAC received letter on 5-15-08 via Certified Mail.

Attorney stated vehicle "has required repeated repairs for recurring problems involving transmission, brakes, and most importantly multiple SRS failures."
Vehicle has been in shop for total of 37 days.

Open Date: 05/15/2008 16:12:04 **Agent:** Anne Larson **Phone** 6319 **Note Type:** SN

writer sent attorney acknowledgement letter

May 15, 2008

Claude Manookian, Esq.
100 N Brand Blvd Ste 200
Glendale, CA 91203-2642

FAX: 818-459-3581

Subject:Client: [REDACTED]
Model:2006 CLS500C
VIN:WDDDJ75X66A [REDACTED]

Dear Mr. Manookian:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Annie L.
Case Manager

CC:Frank Dingman, SPOM
Yvette Chang, MBUSA Legal

Open Date: 05/21/2008 21:52:38

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer reviewed service history and found that it does not support repurchase demand.
Writer drafted letter and forwarded it to CAC to be sent to cust's attorney as follows:

May 21, 2008

Claude Manookian, Esq.
100 N Brand Blvd Ste 200
Glendale, CA 91203-2642

Subject:Client: [REDACTED]
Model:2006 CLS500
VIN:WDDDJ75X66A [REDACTED]

Dear Mr. Mankooian:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2006 Mercedes-Benz CLS500 bearing Vehicle Identification Number WDDDJ75X66A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of their Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After Sales Process Development Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's CLS500. Feel free to call me at (800) 225-6262 x7321 if you would like to discuss other alternatives.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of any Mercedes-Benz limited warranty for your client's CLS500.

Sincerely yours,

Frank Dingman
After Sales Process Development Manager
Mercedes-Benz USA, LLC

see above

Open Date: 05/22/2008 17:27:57

Agent: Anne Larson

Phone 6319

Note Type: SN

writer drafted response and FW to Admin for Corr #

Open Date: 05/23/2008 10:41:18

Agent: Anne Larson

Phone 6319

Note Type: SN

corr 3 353208 Kevin Hochman, Esq, sent copy of original letter from Claude Manookian (customer's attorney) for CAC to address.

Open Date: 05/28/2008 08:51:18

Agent: Anne Larson

Phone 6319

Note Type: SN

writer sent the following letter to customer:
May 27, 2008

Claude M. Manookian, Esq.
100 N. Brand Blvd., Suite 200
Glendale, CA 91203-2642

FAX: 818-459-3581

Subject:Client: [REDACTED]
Model:2006 CLS500
VIN:WDDDJ75X66A [REDACTED]

Dear Mr. Manookian:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2006 Mercedes-Benz CLS500, bearing Vehicle Identification Number WDDDJ75X66A [REDACTED], repurchased under the California "Lemon Law." I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of their Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After Sales Process Development Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must, therefore, decline to repurchase your client's CLS500. Feel free to call me at (800) 225-6262, ext. 7321, if you would like to discuss other alternatives.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of any Mercedes-Benz limited warranty for your client's CLS500.

Sincerely yours,

Frank Dingman
After Sales Process Development Manager

FD/al/mw

cc:Carolyn Duchene, SPOM
Yvette Chang, MBUSA Legal

Open Date: 05/28/2008 08:51:37

Agent: Anne Larson

Phone 6319

Note Type: SN

above letter sent out on 5-28-2008 per SPOM.

Open Date: 05/29/2008 19:09:57

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer spoke with cust's attorney and in the interest of customer satisfaction offered \$5,000.00 inclusive of attorney's fees to compensate cust for any inconvenience that they may have experienced with the servicing of their vehicle. Cust's attorney countered with \$10,000.00 inclusive. Writer left VM for cust's attorney to discuss.

Open Date: 05/29/2008 20:36:22

Agent: FRANK DINGMAN

Phone

Note Type: SN

Writer spoke with cust's attorney and offered \$6,000.00 inclusive in the interest of settling this matter expeditiously.

Writer agreed to \$7,500.00 inclusive and drafted and forwarded to cust's attorney a release as follows:

RELEASE AGREEMENT

This Release is entered into this day of June, 2008 between [REDACTED], 4355 W. Pico Blvd, Los Angeles, CA 90019, hereinafter referred to as "Releasor" and Mercedes-Benz USA, LLC ("MBUSA"), Daimler Aktiengesellschaft, and Downtown L.A. Motors Mercedes-Benz hereinafter collectively referred to as "Releasees".

It is understood and agreed that for and in consideration of the full discharge of any and all past or present claims for or with respect to any losses or damages of any form whatsoever alleged to have arisen as a result of result of repair work completed prior to the date of this release ("Repair Work") on a 2006 Mercedes-Benz CLS500 automobile purchased, financed and/or leased by Releasor, vehicle identification number WDDDJ75X66A [REDACTED] (hereinafter "2006 Vehicle") and in full and complete discharge of any asserted claims and claims that could be asserted in the future by Releasor, his heirs, representatives, successors and assigns arising out of the Repair Work completed prior to the date of this release on the 2006 Vehicle, as a result of the alleged actions or omissions of Releasees, all of which are expressly denied, Releasor will receive the compensation specified herein. This Release Agreement applies to all claims, whether known or unknown, on the part of Releasor and shall be a full, binding and complete settlement between Releasor and Releasees.

I

In consideration of a full and complete Release as stated above and other undertakings stated herein, Releasee MBUSA shall provide to Releasor the amount of \$7,500.00 inclusive of attorney's fees.

II

In further consideration of the undertaking by the Releasor under this Release, the Releasor represents that he has not filed a law suit under applicable law as it relates to the Repair Work completed prior to the date of this release on the 2006 Vehicle.

III

In further consideration of the undertaking by Releasees under this Release, the Releasor, being of lawful age, does hereby fully release, settle, acquit and forever discharge Releasees and all of their agents, servants or employees, from any and all actions, causes of actions, claims, demands, damages, costs, expenses, compensation or obligations, which the Releasor may have against Releasees on account of or in any way growing out of any alleged damages which allegedly resulted or may result arising from the Repair Work completed prior to the date of this release on the 2006 Vehicle.

IV

It is understood and agreed that this settlement is a compromise of doubtful and disputed claims arising from the Repair Work completed prior to the date of this release on the 2006 Vehicle and the payments made and consideration given in connection with this Release Agreement are not intended, nor are they to be construed as an admission of liability on the part of any persons, firms or corporation hereby released.

The Releasor hereby acknowledges that the consideration stated above has satisfied all obligations and duties, responsibilities and liabilities which could or might conceivably be imposed on the Releasor by the terms of this Release Agreement by the Releasor, his attorneys and assigns.

In entering into this Release Agreement, the Releasor acknowledges that he has not relied in any way upon the representations or statements made or pertaining to matters with respect to the 2006 Vehicle by any persons, firms and corporations hereby released.

Releasor expressly waives the provisions of the California Civil Code, Section 1542 which provides:

"A General Release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor or any similar law or statute applicable to this Release."

This Release is made, executed and entered into and is intended to be performed within the State of California. Releasor hereby confirms and admits that he has read and understood this Release and have been fully advised and represented by counsel with respect to this Release and all negotiations giving rise to it and that Releasor has fully discussed the execution of this Release and all of its terms, consequences and ramifications with his counsel.

execution of this Release and all of its terms, consequences and ramifications with his counsel.

V

Subject to any contrary provision in the Civil Code section 1793.26, this Release is confidential and Releasor agrees that the contents of this Release, including the amount of consideration paid hereunder and fact of settlement, are not to be discussed, inferred or referred to in any way by Releasor or counsel for Releasor, except for income reporting purposes, if applicable, as may be required by state or federal government.

VI

It is understood and agreed by the Releasor that the terms of this Release are considered to be material contractual terms and not merely recitals and that the consideration described in this Release constitutes the entire agreement between the parties regarding the payment of any sums or the giving of any consideration in connection with this matter. This Release is intended to and does hereby bind Releasor and each and every one of his heirs, executors, administrators, representatives, attorneys and assigns from this day forward.

The Releasor states that he has carefully read the foregoing Release, knows its contents, and has consulted with his attorney regarding its meaning and effect and has signed it as his own free act and deed.

Witness: _____
[Redacted]

BY: _____

STATE OF CALIFORNIA)
)ss.
COUNTY OF _____)

On _____, before me, _____, personally appeared _____,

_____ personally known to me
_____ proved to me on the basis of satisfactory evidence

to be the person whose name is subscribed to the within instrument and acknowledged to me that he executed the same in his authorized capacity and that by his signature on the instrument the person or the entity upon behalf of which the person acted, executed the instrument.

WITNESS my hand and official seal.

NOTARY PUBLIC, STATE OF CALIFORNIA

Open Date: 07/09/2008 15:44:21 **Agent:** FRANK DINGMAN
Writer sent email to cust's attorney requesting status of signed release.

Phone

Note Type: SN

Open Date: 02/22/2009 15:09:37 **Agent:** Christopher Carter
Closed due to no response from atty.

Phone

Note Type: RC

7/16/2010

Customer Assistance Referral

CA Ref ID: 207096 Priors: No Open Date: 06/03/2008 Status: CLS Last Update: 06/13/2008

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: Pittsford NY [Redacted] Corres ID:

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: HO Region: 1 Market: 10

Service Retailer: 56111 HOLTZ HOUSE OF VEHIC ROCHESTER NY Assign Agent: SOM - 31

Orig Retailer:

Sell Retailer:

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2112831X [Redacted] 1 Model: E500S4 2005

World VIN: WDBUH83J55X [Redacted]

Mileage: 32100 Engine Number: 72267205520664

Prod Date: 08/27/2004 Warranty Start Date: 10/31/2005

Close Agent: WESLEY AULT Field Closing Date: 06/13/2008

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

Involved Information

> [Redacted] - Owner, [Redacted] Pittsford, NY [Redacted]
[Redacted] Primary Mobile
[Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/03/2008 17:07:32 Agent: Jose M Carbajal Phone 7855 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 32100
Warranty Start Date: 10/31/2005
Previous CA Referrals: None

Previous Summary Notes: 1247158, 2024353, 2589816, 2645747

[Redacted] called the CAC requesting MBUSA buyback vehicle.

Customer claims vehicle has experienced multiple issues including "transmission issues, SRS lights, electrical concerns, and paint adhesion issues." Customer believes vehicle is defective and claims it is constantly at the dealership. Customer is requesting MBUSA to buyback vehicle due to alleged extensive issues.

Customer claims vehicle is currently at the dealership.

Open Date: 06/09/2008 14:33:20 Agent: WES AULT Phone Note Type: SN

SPOM received case.

Open Date: 06/13/2008 14:33:50

Agent: WES AULT

Phone

Note Type: RC

SPOM inspected vehicle - Dealer replaced (under warranty) all 4 door side moldings and refinished rear bumper and resolved other issues. Service Manager spoke with customer who is happy.

7/16/2010

Customer Assistance Referral

CA Ref ID: 207243 Priors: No Open Date: 06/11/2008 Status: CLS Last Update: 06/27/2008

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

City: Anaheim CA [Redacted] Corres ID:

Agent: Stephen Quinones Phone: 6261 Orig By: P Orig CD: HO Region: 3 Market: 1

Service Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA Assign Agent: SOM - 22
Orig Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA
Sell Retailer: 05119 MERCEDES-BENZ OF LON SIGNAL HILL CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193761A [Redacted] Model: CLS55 2006
World VIN: WDDDJ76X66A [Redacted]
Mileage: 26642 Engine Number: 11399060041717
Prod Date: 03/18/2005 Warranty Start Date: 05/03/2005

Close Agent: BRIAN BLOKDIJK Field Closing Date: 06/27/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted], Anaheim, CA [Redacted]
[Redacted] Primary Business
- [Redacted], [Redacted], Anaheim, CA [Redacted]
[Redacted], Primary Residence
[Redacted] Secondary Residence
[Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 06/11/2008 14:23:53

Agent: Stephen Quinones

Phone 6261

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 26642

Warranty Start Date: 05/03/2005

Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] phoned the CAC requesting technical assistance for his vehicle or a replacement CLS55.

Customer claims since his time of purchase he has experienced a variety of transmission related issues in which his vehicle has currently been in repair for more than one month. Customer alleges he has been experiencing several issues with his transmission malfunctioning in which it "will not shift properly or it will shift on its own." Customer identified other outstanding electrical issues with his vehicle, as well, consisting of "the SRS warning light being on and the instrument gauges changing on their own."

Customer expressed dissatisfaction with the above occurrences and stated, "I have owned this car a little over a year and it has been in the dlr in total almost 3 months. I don't even know what this dlr has been doing with my car being that all of my invoices show only 3-4 things done at a time, while they are telling me almost every component of the transmission has been replaced. I honestly just want my car fixed because I don't even believe its made anymore. I just do not feel this dlr is competent enough to repair it. I want MB to be either fix my car at this point or provide me with another CLS 55."

Writer advised customer his comments would be documented and shared with the appropriate parties for review.

Open Date: 06/16/2008 11:01:51

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: SN

TS has already been involved with this vehicle. SPOM to review with SM at next visit

Open Date: 06/18/2008 14:14:24

Agent: Stephen Quinones

Phone 6261

Note Type: SN

Writer phoned back customer Mr. Bryan Loving in response to a customer survey he filled out and due to his request to receive a contact back in this regard.

Customer thanked writer for response and advised the dlr contacted him and informed him that his vehicle would be repurchased from him in which no repairs would be performed on the vehicle from this point. Customer expressed concern with this information due to being advised that the "airbags" in his vehicle are no longer functioning, in which the dlr "denied repairing the vehicle until it was repurchased." Customer claims he was advised it may take upwards of one month before his vehicle is repurchase in which he feels it is a "safety hazard" to not have functioning airbags. Customer inquired as to receiving assistance in this regard.

Writer apologized for customer's concerns and advised once more information could be obtained in this regard he would receive some form of contact.

Open Date: 06/18/2008 14:14:32

Agent: Stephen Quinones

Phone 6261

Note Type: SN

Email sent to SPOM.

Open Date: 06/27/2008 12:32:21

Agent: BRIAN BLOKDIJK

Phone 7322

Note Type: RC

SPOM spoke with SM (RU) who states that he will concern any warranty issues the customer has. SPOM has already agreed to repurchase this vehicle.

7/16/2010

Customer Assistance Referral

CA Ref ID: 207755 Priors: No Open Date: 07/16/2008 Status: CLS Last Update: 08/22/2008

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Silver Spring

MD [Redacted]

Corres ID:

Agent: Jenna Sussner

Phone: 4667

Orig By: P

Orig CD: HO

Region: 1

Market: 5

Service Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD Assign Agent: SOM - 22

Orig Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD

Sell Retailer: 34104 HERB GORDON AUTO GRO SILVER SPRIN MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006

World VIN: WDBUF87JX6X [Redacted]

Mileage: 27651 Engine Number: 72267606328504

Prod Date: 11/23/2005 Warranty Start Date: 12/17/2005

Close Agent: JOHN FREUND

Field Closing Date: 08/22/2008

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

Involved Information

- > [Redacted] - Owner, [Redacted], Silver Spring, MD [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 07/16/2008 17:52:28 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 27651
Warranty Start Date: 12/17/2005
Previous CA Referrals: None

Previous Summary Notes: 1265926, 2621510, 2621545, 2621552, 2699262

[REDACTED] contacted the CAC to request MB involvement with obtaining a replacement vehicle or repurchase.

Customer claims that soon after purchasing his vehicle in December of 2005, he experienced multiple issues with his brakes "failing". Customer claims that as he would drive on the freeway, his brake system would "lock up".

Customer claims that he has also had repeated issues with the SRS system, and claims that the light recently came on again, but has since disappeared.

Customer stated "my car is a safety hazard. I do not feel safe in it. I want to end this lease early and get into a new vehicle. I will contact an attorney if I must."

Writer advised customer that if there is still an outstanding concern with his SRS system, he should have the vehicle towed to the dealer. Writer apologized for customer's experience and advised customer that his request for repurchase would be forwarded for review.

Open Date: 07/17/2008 10:56:15 **Agent:** JOHN FREUND **Phone** **Note Type:** SN
Under review.

Open Date: 07/17/2008 14:24:13 **Agent:** JOHN FREUND **Phone** **Note Type:** SN
SD Tom Pflieger advises the customer will bring the vehicle next week for evaluation.

Open Date: 07/30/2008 06:57:24 **Agent:** JOHN FREUND **Phone** **Note Type:** SN
Customer never showed. SD Tom Pflieger left another message on 7-28-08.

Open Date: 07/30/2008 15:18:35 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN
Client Relation Manager Rocio contacted the CAC to request writer update the notes.

Rocio stated that customer "never had a complaint about his brakes 'locking up'". Rocio also stated that on June 29th, 2006, the hydraulic unit was replaced. Rocio stated that one month later, there was a leak in the brake lines which was repaired. Rocio stated that the last time customer was at the dealer was on February 11, 2008 for the SRS system, and the direct line to the steering column was replaced.

Writer thanked Rocio and advised that her comments would be documented.

Open Date: 08/15/2008 09:36:35 **Agent:** JOHN FREUND **Phone** **Note Type:** SN
Customer has not responded to several attempts by SD Tom Pflieger to reach the customer. Please send a letter to the customer requesting to contact SD Tom Pflieger if he still needs assistance.

Open Date: 08/15/2008 09:37:17 **Agent:** JOHN FREUND **Phone** **Note Type:** RC
See above letter request.

Open Date: 08/21/2008 15:52:54

Agent: Patricia Rosado

Phone 7837

Note Type: SN

August 21, 2008

[REDACTED]
[REDACTED]
Silver Spring, MD [REDACTED]

Subject: Model: 2006 E350W4
VIN: WDBUF87JX6X [REDACTED]

Dear [REDACTED]:

Thank you for your recent letter to our Customer Assistance Center.

After your contact with us, Tom Pflieger, Service Director of Herb Gordon Auto Group, attempted to reach you by phone on several occasions, without success.

Please contact Mr. Pflieger at 301-890-3030 and leave a phone number where he can reach you during normal business hours, so that your concerns can be addressed on behalf of Mercedes-Benz USA.

The dealership looks forward to hearing from you.

Sincerely,

Patricia R.
Case Manager

CC: John Freund

Corr: 360461
Referral: 207755

7/16/2010

Customer Assistance Referral

CA Ref ID: 208161 Priors: No Open Date: 08/13/2008 Status: CLS Last Update: 11/25/2008

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

City: Wellesley MA [Redacted] Corres ID: [Redacted]

Agent: Justin Haase Phone: 6302 Orig By: P Orig CD: HO Region: 1 Market: 7

Service Retailer:00111 WASHINGTON RGN Assign Agent: SOM - 46

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: 2110831X [Redacted] Model: E500W4 2006

World VIN: WDBUF83J16X [Redacted]

Mileage: 34720 Engine Number: 11396930700395

Prod Date: 07/19/2005 Warranty Start Date: 01/02/2006

Close Agent: JIM MCINTOSH Field Closing Date: 11/25/2008

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

Involved Information

- [Redacted] - Driver, [Redacted], Lincoln, RI [Redacted]
[Redacted] Primary Residence
- [Redacted] - Owner, [Redacted], Wellesley, MA [Redacted]
[Redacted] Primary Residence
[Redacted] Secondary Residence
[Redacted], Secondary Residence
[Redacted] Secondary Business
[Redacted] Secondary Residence
- Wanda Hartman - Representative, Unknown, Montvale, NJ 07645
610-398-9800, Primary Business
800-521-0986, Secondary Residence
- Madelene Pretorius - Representative, 10 Federal St Ste 12, Salem, MA 019703875
978-744-2162, Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/13/2008 10:48:17 **Agent:** Justin Haase **Phone** 6302 **Note Type:** PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 34720
Warranty Start Date: 01/02/2006
Previous CA Referrals: None

Previous Summary Notes: 1934327, 2673577

Liberty Mutual Insurance Company contacted the CAC and was transferred to writer by a tier two rep.

Liberty Mutual rep Wanda Hartman (800-521-0986 x73385) claimed that the vehicle was repaired on 7/28 and that her legal department advised contact be made to MBUSA regarding an alleged defect with the SRS system. Insurance rep claimed that airbag deployment was due to malfunction, not vehicle impact, and that due to the fact that no other parties were involved in the accident the insurance company looks to the manufacturer for payment of the claim. Insurance rep advised that subrogation contact will be sent to MBUSA via mail, along with vehicle photographs. Rep also requested that MBUSA be involved in having a specialist look at the vehicle. Rep alleged that the claim has been paid at a total of \$12,000 and that the vehicle has been returned to the customer.

Writers contact was initially made with the driver of the vehicle [REDACTED] the father-in-law to [REDACTED]. [REDACTED] contacted MBUSA offices on 6/24 (SN-2674137) and advised that the vehicle struck a "pothole or depressed sewer cover" at 15-20mph. [REDACTED] claimed that the drivers steering-wheel airbag deployed as well as the rear drivers curtain airbag. Vehicle was subsequently towed to Viti MB in Tiverton.

Writer advised Insurance rep that her companies requests would be documented and forwarded appropriately for review.

Driver's name and name of occupants: (father-in-law to customer), [REDACTED]

Was anyone injured? No

Were seatbelts worn? Yes

Where is the vehicle located now? Customers possession

Insurance Information: Liberty Mutual, case 9696451, contact Wanda Hartman 1-800-521-0986 x73385

Can customer forward photos to CAC? Insurance company will mail photos with subrogation letter.

Open Date: 08/14/2008 09:08:11 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Susan,

Since the vehicle is already repaired, we'll review the materials provided by the insurance company and then decide if we need to inspect.

Thanks,

Gary

Open Date: 08/14/2008 23:50:57 **Agent:** KEVIN CANTY **Phone** **Note Type:** SN

Received by SPOM Kevin Canty covering for SPOM Jim McIntosh who is on vacation.

Open Date: 09/02/2008 11:27:32 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN

Writer contacted Liberty Mutual and left message with Wanda for return call in order to provide photos/subrogation claim as noted above.

Open Date: 09/09/2008 10:28:55 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN

Writer was contacted by Wanda. She advised all the documents/photos were sent to Justin on August 13,2008.

Writer will follow up with Justin.

Open Date: 09/09/2008 10:47:36 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN

Writer left message with Wanda to re-send documents to writer's attention as there is no record of receipt at this location.

Open Date: 09/16/2008 08:42:15 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN

Corres.# 363284-Subrogation letter from Wanda Hartman, rep for Liberty Mutual dated August 13, 2008, received in CAC Sept. 15, 2008.

Letter is requesting reimbursement on behalf of client in amount of \$23,802.60, plus airbag damages of \$2684. Copies of appraisal report, photos included.

Documents to be forwarded to SPOM, G. Bowne, F. Berenz, R. Cila, R.T. Brunner

Open Date: 09/16/2008 12:59:49 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
Writer called and left message with Wanda Hartman, Liberty Mutual, to acknowledge receipt of documents.

Open Date: 09/17/2008 11:47:44 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Jim,

Can you get us the dealer file on this vehicle and specifically what their diagnosis was for a repair to the SRS based on an alleged inadvertent deployment that occurred on 6/23/08?

Thanks,

Gary

Open Date: 09/22/2008 17:04:14 **Agent:** JIM MCINTOSH **Phone** **Note Type:** SN
71108- Service Manager Tony Miele faxed the a copy of the RO to writer. Writer notified Gary Bowne.

Open Date: 09/23/2008 08:36:40 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Jim,

Did they take any photos of the damage? The insurance company has now filed a subrogation claim against us. Since the vehicle is repaired, we'll need to rely on the dealers repair records, so please send me whatever information they have on this incident.

Thanks

Gary

Open Date: 10/06/2008 17:38:31 **Agent:** JIM MCINTOSH **Phone** **Note Type:** SN
Dealer SvcM Tony Miele advises that they did not take any photos. Tony provided copies of their RO and a copy of the Insurance estimate/ appraisal. Writer faxed this info to Gary Bowne.

Open Date: 10/10/2008 13:22:06 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Jim,

Thanks for sending the dealer file. This vehicle had some fairly significant undercarriage damage (subframe, control arm, etc.). I'm not surprised the airbags deployed. I'll contact legal and let them know the status.

Gary

Open Date: 11/24/2008 13:41:35 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Jim,

As far as I'm concerned you can close this case.

Thanks,

Gary

Open Date: 11/24/2008 21:18:45 **Agent:** JIM MCINTOSH **Phone** **Note Type:** SN
No Inspection Required

Open Date: 11/24/2008 21:19:28 **Agent:** JIM MCINTOSH **Phone** **Note Type:** RC
Case Closed based on info provided to HO and instruction of Gary Bowne.

7/16/2010

Customer Assistance Referral

CA Ref ID: 208339 Priors: No Open Date: 08/27/2008 Status: CLS Last Update: 10/06/2008

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Glendale CA [Redacted] Corres ID: 361192

Agent: Robert Murphy Phone: 6326 Orig By: M Orig CD: HO Region: 3 Market: 3

Service Retailer:05758	CALSTAR MOTORS, INC.	GLENDALE	CA	Assign Agent: SOM - 35
Orig Retailer: 05646	RUSNAK/ARCADIA	ARCADIA	CA	
Sell Retailer: 05646	RUSNAK/ARCADIA	ARCADIA	CA	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2110561A [Redacted]	Model: E350W	2006
World VIN: WDBUF56J06A [Redacted]		
Mileage: 21546	Engine Number: 27296430342066	
Prod Date: 03/16/2006	Warranty Start Date: 06/12/2006	

Close Agent: Christopher Carter	Field Closing Date: 10/06/2008		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

- [Redacted], Glendale, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Residence
- Hovanes Margarian - Representative, 13425 Ventura Blvd Ste 101, Sherman Oaks, CA 914233994
 - 818-990-0418, Primary Business
 - 818-397-9624, Secondary Business
 - 818-990-1418, Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 08/27/2008 10:38:14

Agent: Robert Murphy

Phone 6326

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 21546

Warranty Start Date: 06/12/2006

Previous CA Referrals: None

Previous Summary Notes: 2754248

Writer received attorney letter dated August 25, 2008.

Attorney communicating that his office represents [REDACTED] with regard to the above-listed vehicle.

Attorney requests that all further contacts and correspondences to our office.

Attorney alleges that the vehicle has exhibited the following concerns:

-steering wheel shaking when braking and whistling noise when vehicle is in motion.

-SRS warning indicator light.

-stop lamp switch, vehicle pulls to the right

-check engine warning lamp illuminated.

-poly v belt

-vehicle shaking while driving at highway speed.

-any additional complaints whether or not contained on company records and repair orders.

Open Date: 09/11/2008 12:17:38

Agent: Edward Conner

Phone

Note Type: SN

Writer reviewed warranty history and will contact dealers to ascertain down days and NFF visits, if any. Sent email request this time/date to SM Glen Matsuda.

Open Date: 09/23/2008 19:16:08

Agent: Edward Conner

Phone

Note Type: SN

This vehicle is scheduled for inspection at the dealer. Vehicle was turned in today due to lease maturity. Spoke to TS, he is in area and will come back to the dealer to inspect the car.

Open Date: 09/30/2008 14:23:32 **Agent:** Edward Conner **Phone** **Note Type:** SN

Writer reviewed service history and found that it does not support repurchase demand.
Writer drafted letter and forwarded it to CAC to be sent to cust's attorney as follows:

September 30, 2008

Mr. Hovanes Margarian
13425 Ventura Blvd Ste 101
Sherman Oaks, CA 91423

Subject: Client: [REDACTED]
Model: 2006 E350
VIN: WDBUF56J06A [REDACTED]

Dear Mr. Margarian:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your client's request to have her 2006 Mercedes-Benz E350 bearing Vehicle Identification Number WDBUF56J06A [REDACTED] repurchased under the "Lemon Law". I recognize your client may have experienced inconvenience and possibly frustration in connection with the servicing of this Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After-Sales Process Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined the vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial defect and/or for the various repair issues you have presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's E350.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of the Mercedes-Benz limited warranty for your client's E350.

Sincerely,

Christopher B. Carter
After-Sales Process Manager
Mercedes-Benz USA, LLC

Open Date: 09/30/2008 14:23:38 **Agent:** Edward Conner **Phone** **Note Type:** SN
please send letter as noted above.

Open Date: 10/01/2008 10:15:32 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
reviewed and drafting.

Open Date: 10/01/2008 15:35:28 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
sent

Open Date: 10/06/2008 13:18:13 **Agent:** Edward Conner **Phone** **Note Type:** RC
Closed by letter to client's attorney.

7/16/2010

Customer Assistance Referral

CA Ref ID: 209037 Priors: No Open Date: 10/10/2008 Status: CLS Last Update: 11/06/2008

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

City: Moscow PA [Redacted] Corres ID:

Agent: Romy Parekh Phone: 7832 Orig By: P Orig CD: HO Region: 1 Market: 6

Service Retailer: 67227 MOTORWORLD WILKES-BARRE PA Assign Agent: SOM - 27
Orig Retailer: 67227 MOTORWORLD WILKES-BARRE PA
Sell Retailer: 67227 MOTORWORLD WILKES-BARRE PA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
World VIN: WDBUF87J56X [Redacted]
Mileage: 30000 Engine Number: 72267606340712
Prod Date: 11/30/2005 Warranty Start Date: 01/31/2006

Close Agent: BRIAN MALONEY Field Closing Date: 11/06/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- > [Redacted] - Owner | [Redacted], Moscow, PA [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 10/10/2008 15:11:36

Agent: Romy Parekh

Phone 7832

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 30000

Warranty Start Date: 01/31/2006

Previous CA Referrals: None

Previous Summary Notes: 578178, 2036055, 2825623

[REDACTED] called the CAC requesting MBUSA to look at airbag and the SRS system, alleging "the malfunction light and message has been on-dash before and I don't think hitting a pot-hole should have cause the side-airbag to deploy."

Customer claiming "Yesterday, 10/9/08, around 11am I was driving on Sadler Ave in the 'bunker-hill section' of Dunmore, PA when I hit a pothole. In that moment, the passenger-side curtain airbags deployed however it seems unnecessary because the impact caused no body or frame damage to my car. With no body damage/impact, I don't think the airbag should have deployed. The vehicle is currently at Motorworld in Wilkes-Barre, PA and they are telling me that this is not covered. I have had previous issues and malfunctions with the SRS system. I can definitely show documentation that the SRS light was on-dash and dealer replaced some modules and cables under warranty. Last week, the 'message SRS - Visit Workshop' came on but went away by itself. In other times, the 'SRS light' came up and went away. I wanted to see if Mercedes-Benz could look into this matter to see for what/why did the airbag deployed, for I think it was a malfunction with the SRS and think this should be under the warranty."

Writer apologized for customer's experiences and was grateful that she was not injured however concerns and request will be documented and forwarded appropriately to parties involved. Writer advised that requests are reviewed on a case-by-case basis and we cannot guarantee coverage [as per customer's request to have it replaced under warranty].

When did the incident occur?

10/9/08 around 11am

Driver's name and name of occupants:

[REDACTED]

Where did the alleged incident occur?

driving on Sadler Ave - bunker hill section in Dunmore, PA [no cross street near this location]

Were te passengers?

No

Was anyone injured?

[REDACTED] claimed she hurt her neck and shoulder because of seat-belt tensioner

Were seatbelts worn?

Yes and driver's-side seat belt tensioner did activate

Where is the vehicle located now?

Motorworld

Address, Phone and Contact person at Body Shop:

Motorworld - Dlr code # 67227

150 Motorworld Drive

Wilkes-Barre, PA 18703

Police Report?

Customer claimed, Police deemed it an Incident [not accident]

Insurance Information:

StateFarm Ins. - 570-689-5238

Can customer forward photos to CAC?

cust. claimed she did not take any pictures but vehicle at Mercedes dealership - Motorworld here

Open Date: 10/13/2008 10:26:13

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Brian,

Please ask the dealer to check for codes and photograph any body/undercarriage damage. We can then discuss how to proceed. We will reimburse in acordance with my Netstar message of Feb. 29, 2008.

Thanks,

Gary

Open Date: 10/21/2008 12:32:07

Agent: BRIAN MALONEY

Phone

Note Type: SN

Writer is communication with the Dept. Mgr of Product Analysis. Will f/u after discussion.

Open Date: 10/23/2008 14:30:31 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer received call on personal extension from [REDACTED] regarding the above.

Customer expressed dissatisfaction with MBUSA and Motorworld dealership, claiming "It has been two weeks now and there is no resolution. I still have pain in my neck because of the seat belt restraint and think the review should not take this long! I want to see what you can do to expedite this review because I am without a car because it is still at Motorworld dealer."

Writer apologized for customer's experiences and frustration however advised requests are reviewed on a case-by-case basis however writer will document her comments and forward appropriately to parties involved.

Open Date: 10/24/2008 08:05:20 **Agent:** BRIAN MALONEY **Phone** **Note Type:** SN

Writer has sent email to DM of PA asking for contact to discuss.

Open Date: 10/24/2008 09:00:31 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Brian,

As discussed, please offer to replace the deployed airbags and control unit in exchange for a release.

Thanks,

Gary

Open Date: 10/27/2008 09:36:47 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Customer called writer on personal extension regarding the above case.

Customer claimed, "I want to see if there is any update on this case because it is now the 3rd week and I am getting impatient. My car has been sitting at Motorworld and they haven't contacted me since."

Writer apologized for customer's frustration however advised there is a resolution to above case/request however writer will place a call to Motorworld dealer and discuss this matter with SrvM - Jeff C. and request dealer contact her directly to further assist.

Customer claimed, "I will try to call also but I am just getting upset because I am paying for a car that I can't use because of this defect with the airbags."

Writer advised customer that her comments will be noted however requested patience in this matter, as writer will request dealership to contact her.

Open Date: 10/27/2008 09:41:15 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer contacted SPOM and discussed above concerns however advised that customer is requesting update.

SPOM advised that he has spoken with Product Team and has informed SrvM - Jeff with details to position being relayed to customer.

Writer contacted Motorworld and attempted to speak with SrvM - Jeff C. however he was not available.

Writer provided name/ext., along with brief explanation of customer's request to 'position /status on airbag deployment case'.

Open Date: 10/28/2008 07:32:22 **Agent:** BRIAN MALONEY **Phone** **Note Type:** SN

SM reports speaking to customer. SM informed cust of need to exchange signed release for goodwill airbag replacement. SM reports that cust needs to discuss with husband prior to committing.

Open Date: 11/06/2008 17:49:09 **Agent:** BRIAN MALONEY **Phone** **Note Type:** SN

No Inspection Required

Open Date: 11/06/2008 17:50:40 **Agent:** BRIAN MALONEY **Phone** **Note Type:** RC

Writer has emailed release to SM at 67227 for execution with customer. MBUSA had decided to replace airbag under goodwill with the understanding that there is no fault being made by MBUSA. SM will execute release and send to legal for recording.

7/16/2010

Customer Assistance Referral

CA Ref ID: 209180 Priors: No Open Date: 10/20/2008 Status: CLS Last Update: 12/14/2008

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Van Nuys CA [Redacted] Corres ID: 366622

Agent: Robert Murphy Phone: 6326 Orig By: M Orig CD: HO Region: 3 Market: 3

Service Retailer: 05102 KEYES EUROPEAN, LLC VAN NUYS CA Assign Agent: SOM - 34

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: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X96A [Redacted]

Mileage: 25037 Engine Number: 11396730720436

Prod Date: 10/25/2005 Warranty Start Date: 12/23/2005

Close Agent: MARIO HARO Field Closing Date: 12/14/2008

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

Involved Information

- Tigran Khatchatrian - Representative, 100 N Brand Blvd Ste 622, Glendale, CA 912032641
818-247-7717, Primary Business
818-247-3310, Secondary Residence
818-636-7707, Secondary Residence
- [Redacted], [Redacted], Van Nuys, CA [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/20/2008 16:47:59

Agent: Robert Murphy

Phone 6326

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 25037

Warranty Start Date: 12/23/2005

Previous CA Referrals: None

Previous Summary Notes: 2550036

Writer received attorney demand letter dated October 15, 2008 on October 20, 2008.

Attorney communicates in letter that he has been retained to represent [REDACTED] with regard to the above-listed vehicle.

Attorney requests vehicle purchase due to "numerous attempts at vehicle repair" for the following concerns:

1. AC problem
2. SRS light illumination
3. Electrical -requiring battery replacement
4. Battery light illumination
5. Tele-Aid visit workshop messages
6. check engine light illumination, ABS light illumination, Central Gateway.

Attorney provided the following financial data:

deposit: \$3,000.00

lease payments: \$40,138.56 (343 x 1216.32)

Less Proration: \$782.29 (mileage offset 1225 miles)

Total refund: \$42,356.27

In addition, his client demands:

Attorney Fess: \$3500.00

DMV: TBD

Mileage offset: 1225 miles

(\$76632 pp x 1225 miles at time of first alleged problem)/ 120,000 miles =\$782.285.

Attorney provided copies of Keyes dealership repair orders.

Open Date: 10/22/2008 21:34:04

Agent: MARIO HARO

Phone

Note Type: SN

Writer sent VH to SM to review for days down, NFF details, and repair details.

Open Date: 12/12/2008 18:12:58

Agent: MARIO HARO

Phone

Note Type: RC

Writer reviewed service history and found that it does not support repurchase demand. Writer sent via e-mail the following letter to cust's attorney:

December 12, 2008

Khatchatrian & Associates
100 N Brand Blvd Ste 622
Glendale, CA 91203-2641

Subject: Client: [REDACTED]
Model: 2006 CLS500C
VIN: WDDDJ75X96A [REDACTED]

Dear Mr. Khatchatrian:

On behalf of Mercedes-Benz USA, LLC, I have reviewed your October 15th, 2008 letter, sent on behalf of your client, Janeta Tatoian, concerning her 2006 Mercedes-Benz CLS500C, bearing Vehicle Identification Number WDDDJ75X96A [REDACTED] repurchased under the California "Lemon Law".

I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After Sales Process Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have interviewed dealer service personnel and reviewed your client's repair history and diagnostic data to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial warrantable defect and/or for the various repair issues your client has presented for repair. Among other things, the repair history does not meet any of the three statutory guidelines for measuring an excessive number of repair visits. Mercedes-Benz must therefore decline to repurchase your client's CLS500C.

Finally, please be assured that Mercedes-Benz USA, LLC will continue to honor all of the terms of any Mercedes-Benz limited warranty for your client's CLS500C.

Sincerely,

Mario Haro
After-Sales Process Manager
Mercedes-Benz USA, LLC - Western Region

cc: Yvette Y. Chang
Referral: 209180

7/16/2010

Customer Assistance Referral

CA Ref ID: 210034 Priors: No Open Date: 12/10/2008 Status: CLS Last Update: 01/16/2009

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Palm Springs CA [Redacted] Corres ID:

Agent: Ray Daniels Phone: 7824 Orig By: P Orig CD: HO Region: 3 Market: 2

Service Retailer:00333 L.A. RGN Assign Agent: SOM - 28

Orig Retailer: 05746 MERCEDES-BENZ OF PAL PALM SPRINGS CA

Sell Retailer: 05746 MERCEDES-BENZ OF PAL PALM SPRINGS CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J66A [Redacted]

Mileage: 5322 Engine Number: 27296430373309

Prod Date: 05/04/2006 Warranty Start Date: 07/22/2006

Close Agent: VIRGINIA GEE Field Closing Date: 01/16/2009

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

Involved Information

> [Redacted] - Owner | [Redacted], Palm Springs, CA [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/10/2008 16:57:54

Agent: Raynell Daniels

Phone 7824

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 5600

Warranty Start Date: 07/22/2006

Previous CA Referrals: None

Previous Summary Notes: 2824088, 2908886

[REDACTED] contacted the CAC and is requesting technical assistance and MBUSA involvement.

[REDACTED] claims "I pulling out of the driveway, turned from the side street and made a right hand turn to merge in with traffic. Anyway, there wasn't enough of an incline for you to see and when I drove over the incline every thing stopped. I was driving about 25-30 mph at the most and hit the guy in front of me causing \$13,500 worth of damage and the air bags did not deploy. The car is currently parked here at my place because I have been too sick to drive. Not to mention, I was hurt in the process and it has been difficult for me to complete a sentence, which is the reason I am now seeing a neurosurgeon. however, I am getting better, but I would like to know if I can get some one out here to inspect the car and let me know why the airbags didn't deploy."

Writer advised the customer that his request would be submitted.

When did the incident occur?

8-1-08

Driver's name and name of occupants:

Where did the alleged incident occur?

Ramon Rd and Santa Cruz

Were there passengers?

No

Was anyone injured?

Yes

Were seatbelts worn?

Yes

Where is the vehicle located now?

1175 Los Robles Dr.

Palm Springs, CA 92262

Address, Phone and Contact person at Body Shop:

Police Report?

Palm Springs PD, but I don't have the police report number.

Insurance Information:

AAA Insurance

I will call you back and provide you with the claim number and police report number.

Can customer forward photos to CAC?

I will get back to you.

Open Date: 12/11/2008 13:09:58

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Virginia,

The customer should have the car towed to the dealer. Please ask the dealer to check for codes and take photos of the damage. We will reimburse them according to my NetStar message of 2/29/08. We can then discuss how to proceed with the customer.

Thanks,

Gary

Open Date: 12/20/2008 02:03:06 **Agent:** VIRGINIA GEE **Phone** **Note Type:** SN

SPOM sent request to SM, and received the following response on 12/17/08 via email:

this car was brought in to our shop on 8/29/08 by Brother's Auto Body after they performed the collision repairs to it's front end,we performed the following; (1) recharged the A/C system (2) four wheel alignment (3) aim head lamps (4) replaced right front SRS sensor (part # 003 821 28 51) inspect electrical system, clear codes in the systems,(there are no print out sheets in the file).

Brother's Auto Body also replaced SRS sensor (part # 002 820 27 26) as well as a Air Bag cannon plug (part # 168 545 2928)

We can tow the car in car in and check for any new codes,any codes that were in there at the time of the accident are gone, there is no damage to take photos of, please advise if you still want us to tow the car.

Gary, please advise on how to proceed. Thank you.

Open Date: 12/22/2008 12:56:38 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

As CAC contact is checked, writer called Virginia.

She is actually looking for contact from Gary.

Writer sent e-mail to Gary.

Open Date: 01/07/2009 13:26:38 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

Writer called Carl, SM to request Auto Body Phone Number.

He advised he would call them as they have a working relationship and get back to writer.

Open Date: 01/08/2009 09:34:00 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Virginia

Since the vehicle is long repaired and the SRS control unit was replaced by the body shop, there is not much we can do or say to the customer. If the customer or body shop has any photos of the damage we may be able to comment on whether or not the SRS should have deployed, but not much beyond that. We can also offer to have the dealer check the SRS to make sure it is OK.

Other than that, I would close the case.

Thanks

Gary

Open Date: 01/12/2009 14:24:37 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

Writer received pictures from SM Carl which were sent to him by the body shop.

Forwarded to Gary Bowne and staff, and SPOM.

Open Date: 01/12/2009 14:48:39 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

I reviewed the photos provided of the accident damage. The damage sustained was not sufficient to deploy the SRS. There is little or no frame damag as most of the impact was to the relatively soft sheet metal. I would not expect the SRS to deploy.

Gary

Open Date: 01/14/2009 12:06:49 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

Writer drafted response and sent to Gary for approval.

Open Date: 01/14/2009 16:36:04

Agent: Carol Ann Carroll

Phone 4673

Note Type: SN

Letter approved by Gary B.

Subject: Model: 2006 E350W

Serial No: WDBUF56J66A [REDACTED]

Dear [REDACTED]:

Thank you for your contact to our Customer Assistance Center on December 12, 2008, regarding the accident that occurred on August 1, 2008. We have received the pictures of the vehicle from Brother's Auto Body Shop.

Based on these pictures, Mercedes-Benz USA, LLC, has determined that the damage sustained was not sufficient to deploy the air bags. There is little or no frame damage, as most of the impact was to the relatively soft sheet metal.

We suggest that after the Body Shop completes the repairs, the vehicle's Supplemental Restraint Systems (SRS) system be checked by your authorized Mercedes-Benz dealer to ensure it is functioning properly at this time.

We have enclosed a brochure entitled, "Seat Belts and Airbags" for your reference, should you wish to read about the functionality of the SRS system in your vehicle.

We appreciate the opportunity to review your concerns and wish you a speedy recovery.

Sincerely,

Carol C.
Case Manager

Enclosure

CC: Gary Bowne
Virginia Gee
Carl Partyka, Serv. Mgr. fax # 760-328-0153

Corres. 374469

Open Date: 01/14/2009 16:36:32

Agent: Carol Ann Carroll

Phone 4673

Note Type: SN

No Inspection Required

Open Date: 01/14/2009 16:36:53

Agent: Carol Ann Carroll

Phone 4673

Note Type: SN

see above letter

Open Date: 01/15/2009 22:30:34

Agent: VIRGINIA GEE

Phone

Note Type: SN

No Inspection Required

Open Date: 01/16/2009 01:30:44

Agent: VIRGINIA GEE

Phone

Note Type: RC

Per above notes please close at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 210548 Priors: Both Open Date: 01/14/2009 Status: CLS Last Update: 02/17/2009

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

City: Rancho Cucamonga CA [Redacted] Corres ID:

Agent: Robert Murphy Phone: 6326 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA Assign Agent: SOM - 28
Orig Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
Sell Retailer: 05127 MERCEDES-BENZ OF WES WEST COVINA CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006
World VIN: WDBUF56JX6A [Redacted]
Mileage: 17320 Engine Number: 27296430120546
Prod Date: 06/28/2005 Warranty Start Date: 10/03/2005

Close Agent: VIRGINIA GEE Field Closing Date: 02/17/2009
Close With: Close By: Close How: Owner Satisfied:

Involved Information

[Redacted] [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/14/2009 10:14:03 Agent: Robert Murphy Phone 6326 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 17320
Warranty Start Date: 10/03/2005
Previous CA Referrals: None

Previous Summary Notes: 2843400

Writer received letter from customer with attached previous letter (addressed to Penske Mercedes-Benz) communicating complete vehicle dissatisfaction.

Customer communicated in letter that the vehicle has now been returned (end of lease) and that the vehicle exhibited HVAC, transmission, and airbag warning lamp illumination while in customers possession.

Lastly customer requests "credit towards my next Mercedes-Benz vehicle" and adds that he will seek legal representation should an offer not be communicated to him by January 31, 2009.

Writer contacted customer in receipt of his letter and apologized for vehicle concerns. Writer advised that his request will be forwarded to the appropriate parties for review and that he will be contacted shortly to advise.

Open Date: 01/15/2009 19:09:14 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Writer reviewed with SPOM and verified that no financial assistance will be provided. Writer will call customer to advise accordingly.

Open Date: 01/16/2009 01:27:29 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC
Per above notes, please close at this time.

Open Date: 01/30/2009 14:41:17 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
Writer contacted customer and advised that MBUSA respectfully declines his request for credit towards his next Mercedes-Benz vehicle. Customer asked that this be put into writing to him.

Open Date: 02/12/2009 11:04:46 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
drafted

Open Date: 02/13/2009 14:29:20 **Agent:** Robert Murphy **Phone** 6326 **Note Type:** SN
February 6, 2009

[REDACTED]
[REDACTED]
Rancho Cucamonga, CA [REDACTED]

Subject:Model:2006 E350W
VIN:WDBUF56JX6A [REDACTED]

Dear [REDACTED]

Thank you for your contact with Mercedes-Benz USA.

On behalf of Mercedes-Benz USA, LLC, I have reviewed your request for financial assistance towards the purchase of your next Mercedes-Benz vehicle. As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I recognize that you have experienced concerns with your Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

Mercedes-Benz USA has verified that the terms and conditions of the New Vehicle Limited Warranty were upheld while you were in possession of the above-listed 2006 E350W.

Please accept our apologies as MBUSA respectfully declines your request for financial assistance.

[REDACTED], you are a valued customer, and it is our sincere hope that you consider Mercedes-Benz for your next vehicle purchase.

Sincerely,

Carolyn Duchene
Service and Parts Operations Manager

Corr:
Referral: 210548

7/16/2010

Customer Assistance Referral

CA Ref ID: 211313 Priors: Both Open Date: 03/02/2009 Status: CLS Last Update: 04/02/2009

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Los Angeles CA [Redacted] Corres ID: 378917

Agent: Paul Harmon Phone: 7831 Orig By: M 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: Y	Mailgram Sent: Y		

DBAG VIN: 2110701A [Redacted]	Model: E500W	2005
World VIN: WDBUF70J95A [Redacted]		
Mileage: 42897	Engine Number: 11396730622782	
Prod Date: 09/15/2004	Warranty Start Date: 12/30/2004	

Close Agent: Christopher Carter	Field Closing Date: 04/02/2009
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted] Los Angeles, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence
- Hovanes Margarian - Representative, 13425 Ventura Blvd Ste 303, Sherman Oaks, CA 914233974
 - 818-990-0418, Primary Business
 - 818-397-9624, Secondary Business
 - 818-990-1418, Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 03/02/2009 16:58:36

Agent: Paul Harmon

Phone 7831

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 42897

Warranty Start Date: 12/30/2004

Previous CA Referrals: 194568

Previous Summary Notes: 1494328

Writer received letter 2/27/09 from Hovanes Margarian Attorney representing customer dated 2/23/09. Attorney claims that vehicle qualifies under CA Lemon Law and requests all communications be dealt with through his office. The

non-conformities claimed are

-defective seat 2 failed attempts

-Defective steering system 5 failed attempts

-Defective trunk

-SRS Warning 3 failed attempts

-Defective Heater 2 failed attempts

-Defective suspension system 3 failed attempts

-Defective Battery

-Defective brake system

Open Date: 03/02/2009 17:07:00

Agent: Paul Harmon

Phone 7831

Note Type: SN

Letter sent:

March 2, 2009

Mr. Hovanes Margarian Esq.
13425 Ventura Blvd Ste 303
Sherman Oaks, CA 91423-3974

Subject: Client: [REDACTED]

Model: 2005 E500W

VIN: WDBUF70J95A [REDACTED]

Dear Mr. Margarian:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Paul H.
Executive Case Manager

CC: Chris Carter
Y. Chang

Corr: 378917
Referral: 211313

Open Date: 03/03/2009 16:40:28

Agent: Christopher Carter

Phone

Note Type: SN

Writer reviewed warranty history and will contact dealers to ascertain down days and NFF visits, if any. Sent email request this time/date to Louise T.

Open Date: 03/24/2009 21:39:11

Agent: Christopher Carter

Phone

Note Type: SN

Writer reviewed service history and found that it does not support repurchase demand. Writer spoke with cust's attorney and in the interest of customer satisfaction offered \$6,000.00 inclusive of attorney's fees to compensate cust for any inconvenience that they may have experienced with the servicing of their vehicle.

The Law Offices of Hovanes Margarian
13425 Ventura Blvd., Suite 303
Sherman Oaks, CA 91423

Subject: Client: [REDACTED]

Model: 2005 E500

VIN: WDBUF70J95A [REDACTED]

Dear Mr. Margarian:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2005 Mercedes-Benz E500 bearing Vehicle Identification Number WDBUF70J95A [REDACTED] repurchased under the California "Lemon Law". I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of their Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After-Sales Process Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history and diagnostic data to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. I believe that the repair history does not reflect an unreasonable or excessive number of repair attempts for any one substantial warrantable defect and/or for the various repair issues your client has presented for repair. In light of this fact, the repair history does not exceed a reasonable number of repair attempts or visits, whether under the statutory guidelines or otherwise. Mercedes-Benz must therefore decline to repurchase your client's E500.

Although we have declined to repurchase your client's vehicle, we would like to propose an offer of \$6,000.00 all inclusive to compensate customer for any inconvenience that he may have experienced during the servicing of her vehicle.

Please let me know of your decision by April 15, 2009.

Regards,

Christopher B. Carter
After-Sales Process Manager
Mercedes-Benz USA, LLC - Western Region
650-888-9859 (c)
510-217-4072 (f)

Open Date: 04/01/2009 19:21:17

Agent: Christopher Carter

Phone

Note Type: RC

Lawsuit filed; thus \$6,000 all-inclusive offered declined by atty.

7/16/2010

Customer Assistance Referral

CA Ref ID: 211832 Priors: No Open Date: 04/03/2009 Status: CLS Last Update: 06/01/2009

Address: [Redacted]

Title:
Phone: [Redacted] Business

City: Tomball TX [Redacted] Corres ID:

Agent: Randall Bibber Phone: 4647 Orig By: P Orig CD: CS Region: 4 Market: 2

Service Retailer:00444 CHICAGO RGN Assign Agent: SOM - 30

Orig Retailer: 75133 ALEX RODRIGUEZ LEAGUE CITY TX

Sell Retailer: 75133 ALEX RODRIGUEZ LEAGUE CITY TX

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J86A [Redacted]

Mileage: 23000 Engine Number: 27296430206599

Prod Date: 10/10/2005 Warranty Start Date: 02/28/2006

Close Agent: Gary Bowne Field Closing Date: 06/01/2009

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

Involved Information

➤ [Redacted] - Owner, [Redacted] Tomball, TX [Redacted]
 [Redacted] Primary Business
 [Redacted] xCell, Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 04/03/2009 15:19:09 **Agent:** Randall Bibber **Phone** 4647 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 23000
Warranty Start Date: 02/28/2006
Previous CA Referrals: None

The writer spoke with Ms. Robin Timmons (Rep) who called on behalf of [REDACTED], alleging he was involved in an accident and the Airbags did not deploy. Ms. Timmons claims [REDACTED] was sitting in traffic when a Honda Element rear ended his vehicle causing him to hit a Sport Utility Vehicle in front of him.

Ms. Timmons alleges [REDACTED] suffered injuries to his neck , Shoulder and Ribs. The writer was advised [REDACTED] is questioning whether the airbags should have deployed and is requesting Technical Assistance from Mercedes Benz. Ms. Timmons claims [REDACTED] has contacted his attorney and They will be calling Mercedes Benz for additional information. The vehicle is currently at the Intercontinental Auto Body.

Writer apologized to [REDACTED] for his experience and advised we will submit his request for a Buyback for review which can take at least 3 or more weeks.

Previous Summary Notes: 1142236

When did the incident occur? March 20, 2008
Driver's name and name of occupants: [REDACTED]
Where did the alleged incident occur? Interstate 45, South
Were there passengers? No
Was anyone injured? Yes / [REDACTED]
Were seatbelts worn? Yes
Where is the vehicle located now? Intercontinental Auto Body
Address, Phone and Contact person at Body Shop: 281-355-5300 / Rocky
Police Report? Yes
Insurance Information: Progressive Insurance
Can customer forward photos to CAC? Yes

Open Date: 04/03/2009 15:44:10 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Nick,

Please assign a TS to inspect. It doesn't appear that the SRS should have deployed, but it is possible that the ETR's deployed. If this should go to Oli, please forward it to Eric, as Oli is on vacation.

Thanks,
Gary

Open Date: 04/06/2009 10:38:26 **Agent:** Nick Cinquepalmi **Phone** 5770 **Note Type:** SN
Case has been assigned to TS Paul Cortez for inspection.

Open Date: 04/28/2009 15:08:20 **Agent:** Paul Cortez **Phone** **Note Type:** SN
TS Paul Cortez to inspected vehicle on 4-29-09

Open Date: 05/27/2009 12:27:03 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** RC
Vehicle inspected by TS Paul Cortez. The driver's, left rear & right rear ETR's deployed. Both front neck pros (head rest) activated. The front passenger ETR did not deploy.

SRS functioned as designed - first threshold deployment for a belted driver.

Open Date: 05/27/2009 12:27:35 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Please close per resolution notes.

Open Date: 05/27/2009 13:47:55 **Agent:** Randall Bibber **Phone** 4647 **Note Type:** SN
Writer reviewed the above notes and will forward this file to an Executive Case Manager for a letter to be sent to the customer with our position.

Open Date: 06/01/2009 18:36:50
June 1, 2009

Agent: Susan Cunningham

Phone 7815

Note Type: SN

[REDACTED]
Tomball, TX [REDACTED]

Subject:Model:2006 E350W
VIN:WDBUF56J86A [REDACTED]

Dear [REDACTED]:

Thank you for your recent contact with our Customer Assistance Center.

After inspection by our technical specialist of the above 2006 E350, bearing VIN WDBUF56J86A [REDACTED], it was determined that the impact resulted in a first threshold deployment. The belted driver's ETR deployed, as well as the left and right rear seat belts and the "Neck Pro" head restraints for the front seats. As such, the Supplemental Restraint System (SRS) functioned as designed.

Enclosed is the brochure which provides background information on the purpose and function of the Mercedes-Benz seat belts, Emergency Tensioning Devices (ETDs), belt force limiters, air bag deployment logic, etc.

The opportunity to review this matter is appreciated.

Sincerely,

Susan C.
Executive Case Manager

SC/jla
Enclosure

cc: G. Bowne
F. Berenz
F. Oswald
R.T. Brunner
R. Cila

Corr: 387048
Referral: 211832

7/16/2010

Customer Assistance Referral

CA Ref ID: 211951 Priors: Both Open Date: 04/10/2009 Status: CLS Last Update: 04/16/2009

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

City: Orange NJ [REDACTED] Corres ID: 383061

Agent: Maria Cruz Phone: 4604 Orig By: E Orig CD: XC Region: 1 Market: 4

Service Retailer: 51114 RAY CATENA OF UNION UNION NJ **Assign Agent:** SOM - 32
Orig Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ
Sell Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ
Disp Amt: **Corr Fwd:** Y **Mailgram Sent:** Y

DBAG VIN: 2110831X [REDACTED] **Model:** E500W4 2005
World VIN: WDBUF83J15X [REDACTED]
Mileage: 38409 **Engine Number:** 11396930660424
Prod Date: 02/21/2005 **Warranty Start Date:** 05/13/2005

Close Agent: STEVE DENNIS **Field Closing Date:** 04/16/2009
Close With: **Close By:** **Close How:** **Owner Satisfied:**

Involved Information

> [REDACTED] - Owner | [REDACTED], Orange, NJ [REDACTED]
 [REDACTED] Primary Residence
 [REDACTED] Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 04/10/2009 23:52:42

Agent: Maria Cruz

Phone 4604

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 38409

Warranty Start Date: 05/13/2005

Previous CA Referrals: None

Previous Summary Notes: 2772108, 2871289

[REDACTED] sent following e-mail to MBUSA seeking technical assistance for ongoing issues with SRS system. He indicates that the vehicle has been in service 8 or 9 separate occasions for this issue and is requesting technical assistance.

CORRES# 383061

" This is my second escalated complaint to MB about my 2005 e500 4matic mercedes benz car IN RESPECT OF SRS LIGHT, THE CAR HAS GONE BACK TO RAY CATENA OVER SEVEN TIMES SINCE AUGUST 2008 WHEN I PURCHASE IT FOR THE SAME PROBLEM, THE LIGHT CAME ON AGAIN ON SUNDAY 4/5/09 WHILE I WAS COMING FROM CHURCH WITH MY FAMILY, THE CAR WAS REPAIRED FOR THE SAME PROBLEM IN NOVEMBER LAST YEAR, AND THIS IS LONGEST PERIOD OF USE I HAVE FROM THE CAR SINCE AUGUST 2008, IT USUALLY MANIFEST THE PROBLEM AT FOUR TO FIVE WEEK INTERVAL CAN YOU PLEASE AS A MATTER OF URGENCY AND CUSTOMER SATISFACTION ASSIST IN RESOLVING THIS PROBLEM ONCE AND FOR ALL. IT DOES NOT GIVE MERCEDES A GOOD NAME TO HAVE SO MUCH PROBLEM FROM A CAR OF THIS CALIBER. I HAVE TODAY 4/6/09 RETURNED THE CAR THE TO THE DEALERSHIP FOR THE EIGHT OR NINETH TIME"

Open Date: 04/13/2009 16:57:26

Agent: STEVE DENNIS

Phone

Note Type: SN

Information sent to dealer.

Open Date: 04/15/2009 18:16:50

Agent: STEVE DENNIS

Phone

Note Type: RC

SPOM reviewed this customers file with the Service Manager (Guido Chaves), Shop Foremen were involved with the repairs to this customers vehicle. Dealer replaced the wiring harness for the SRS system, vehicle has been returned to the customer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 212103 Priors: No Open Date: 04/21/2009 Status: CLS Last Update: 04/22/2009

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hamilton OH [Redacted] Corres ID:

Agent: Diana Sanchez Phone: 7834 Orig By: P Orig CD: CS Region: 1 Market: 2

Service Retailer: 55164	SOVEREIGN MOTOR CARS	BROOKLYN	NY	Assign Agent: SOM - 24
Orig Retailer: 34208	R & H MOTOR CARS, LT	OWINGS MILLS	MD	
Sell Retailer: 34208	R & H MOTOR CARS, LT	OWINGS MILLS	MD	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2193751A [Redacted]	Model: CLS500C	2006
World VIN: WDDDJ75X96A [Redacted]		
Mileage: 30000	Engine Number: 72290100466152	
Prod Date: 11/18/2005	Warranty Start Date: 03/16/2006	

Close Agent: Bodo Baltycki	Field Closing Date: 04/22/2009
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

>	[Redacted] - Owner,	[Redacted],	Hamilton, OH	[Redacted]
	[Redacted]	Primary	Residence	
	[Redacted]	Secondary	Residence	
	[Redacted]	Secondary	Residence	
	[Redacted]	Secondary	Residence	
	[Redacted]	Secondary	Business	
	[Redacted]	Secondary	Business	

Customer Assistance Referral -- Full Notes

Open Date: 04/21/2009 18: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED] 718-219-7381

Contact name: [REDACTED]

Current Mileage: 30000

Warranty Start Date: 03/16/2006

Previous CA Referrals: None

Previous Summary Notes: 2898792, 2906740, 3056889, 3119081, 3119165, 3121277, 3123330

[REDACTED] states he feels his vehicle is a lemon. He feels MBUSA "should replace it or take it back."

Customer claims since purchasing this vehicle, on 09/2008, it has been brought to the dealer as frequently as twice a month.

He states "I am sure this trend will continue regardless of whether the car has warranty or not. I am nervous about having to pay out of pocket for those repairs. Everything seems to brake down; form the rotors, to the calipers, to switches, to the steering wheel, even an airbag. The repair history is too long."

Customer states that currently he is in a bad situation because of the a wheel bearing issue that was not properly repaired and became an inconvenience for him as two dealer are disputing as to who is responsible, whether warranty or 55164 (see summary note 3121277).

Customer requested that dealer perform a CPO inspection on the vehicle to "ensure the car is fine and will not need significant repairs."

Writer informed CPO inspection only applies to vehicles acquired through dealer's inventory.

Writer advised customer his request would be documented and forwarded accordingly. He requests that warranty history be reviewed by MBUSA.

Open Date: 04/22/2009 12:59:46

Agent: Diana Sanchez

Phone 7834

Note Type: SN

SPOM contacted writer and advised the vehicle does not qualify for repurchase under the lemon law. The terms of the NVLW will continue to be upheld. He advised he will inform the customer.

Open Date: 04/22/2009 13:34:08

Agent: Bodo Baltycki

Phone 6200

Note Type: RC

Per dealer 55164 svc mgr Maria Tully " I had the Vehicle towed here from Fairfield late yesterday afternoon. I have been in contact with [REDACTED] and assured him It will be

handled as quickly as possible. We will provide him with alt. Trans."

Writer spoke to customer [REDACTED] to review his concerns. Writer explained that he was following up with dealers involved to assure situation with current repair was being addressed. Customer noted he was not properly communicated with by dealers involved regarding the decisions made to transport vehicle between dealers.

Writer inquired where customer purchased vehicle and customer stated that vehicle was purchased used from an independent used car dealer. Writer explained that while I empathized that customer has experienced need for repairs circumstances do not support MBUSA repurchasing vehicle. Writer and customer reviewed vehicle history which included vehicle being in PA, MD, CA and NY and that vehicle was sold at auction in Sept 2009. Customer asked writer for advice regarding lemon law and writer explained that vehicle would not meet terms of new vehicle lemon law, and explained that vehicle may meet pre owned lemon law. However writer explained that customer would need to consult his own legal counsel to determine his rights. Customer thanked writer for the contact.

7/16/2010

Customer Assistance Referral

CA Ref ID: 212567 Priors: No Open Date: 05/22/2009 Status: CLS Last Update: 12/10/2009

Address: [Redacted]

Title:
Phone: - -

City: Bothell WA [Redacted] Corres ID: 386684

Agent: Paul Harmon Phone: 7831 Orig By: E Orig CD: XC Region: 3 Market: 7

Service Retailer: 84104	MERCEDES-BENZ OF LYN	LYNNWOOD	WA	Assign Agent: SOM - 33
Orig Retailer: 05733	WALTER S AUTO SALES	RIVERSIDE	CA	
Sell Retailer: 05733	WALTER S AUTO SALES	RIVERSIDE	CA	
Disp Amt:	Corr Fwd: N	Mailgram Sent: Y		

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J15A [Redacted]		
Mileage: 41038	Engine Number: 72261805548489	
Prod Date: 07/30/2004	Warranty Start Date: 09/30/2004	

Close Agent: DONALD ZINDA	Field Closing Date: 12/10/2009
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

➤ [Redacted] - Owner, [Redacted], # 1, Bothell, WA [Redacted]
 [Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/22/2009 11:27:15

Agent: Paul Harmon

Phone 7831

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 41038

Warranty Start Date: 09/30/2004

Previous CA Referrals: None

Previous Summary Notes: None

Emails received:

Contact Information:

Prefix: Ms.

First Name: [REDACTED]

Last Name: [REDACTED]

Suffix:

Address: PMB 1109 22833 bothell everett suite 110

City: bothell

State: WA

Zip Code: 98021

Email Address: [REDACTED]

Primary Phone: [REDACTED]

Primary Phone Type: Mobile

Primary Phone Best Time: AM

Secondary Phone:

Secondary Phone Type:

Secondary Phone Best Time:

Vehicle Information:

VIN: WDBUF65J15A [REDACTED]

Comments:

Part ONE... [REDACTED] PMB 1109 22833 Bothell-Everett Hwy #110 Bothell, WA 98021 May 21, 2009 Mercedes-Benz USA, LLC Customer Assistance Center Three Mercedes Drive Montvale, NJ 07645 Dear Alan McLaren or whom this may concern, Re: 2005 Mercedes Benz E320 Airbag malfunction September 2008, I purchased from Harris ford of Lynnwood silver 2005 Mercedes Benz E320. (VIN# WDBUF65J15A [REDACTED]) Unfortunately, your product has not performed well and the defect makes this car unsafe to drive. I had just got off the freeway and thankful that I did because, I feel that this would have been worst if I was on the freeway and going faster. I was driving about 25 miles an hour at the time, When I heard and extremely load noise, I thought what someone hit me from the side, but I was in the far right lane and no one was on my passenger side at all. When I looked over and noticed all the airbags had deployed and my seat beat was locked and hurting my shoulder and torso area.

Comments:

Part two . I pulled over and got out and looked all around my car. I couldnt find a scratch, dent or anything on the outside of my car. I immediately drove my car to the nearest Mercedes-Benz (Mercedes Benz of Lynnwood). I pull up quite shaken and explain what happened and they took it back and to do a quick look and they also quite baffled as to why this happened, because there was no damage to my car yet all the passenger side airbags were out and the backseat and drivers seat belts were not longer useable, so it was no longer drivable. I left my car with Mercedes Benz of Lynnwood for the repairs. Gary Lang went back and forth with my Warranty company (Easy Care), after a couple weeks finally got the ok, that they were going to pay for the repairs. The Total repairs less my Deductible was over \$6000.00. When I went back to pick up my car once my car had been fixed, I asked again how this can happen? Gary Lang explained that he had a couple different people look at it, even someone

Comments:

part three ... that took findings back the Mercedes Benz and no one knew what caused the malfunction to happened and there is No guarantee that it wont happen again, but if the airbags malfunctioned again that wouldnt be covered and I would have to pay the full repairs. I was told that I should keep the side airbags turned off and that might help that malfunction not happening again. Arent the airbag for safety? They should be one and they should work properly. This means I would be driving a car that wont protect me or my passengers when an accident occurs. If the Malfunction would have been on the drivers side, or if someone would have been in the passenger or back seats. I believe it would have cause injury to me or my passengers or cause an accident. This Car is unsafe to drive, I am not nor are my passenger protected, this car will cause injures to myself and others if this Malfunction happens again.

Comments:

part four To resolve the problem, I would like you to take the car back and refund or credit me with the amount total cash price of the car including the tax, warranty, insurance, and Gap, that I paid for the car \$33043.36. If you just credit me with the amount, I will apply it to another Mercedes Benz. I would use my credit to purchase a car from Lynnwood, Seattle or Bellevue Mercedes Benz. I still want to own a Mercedes Benz but I would like to have one that is safe to drive and not one I

BelleVue Mercedes Benz. I still want to own a Mercedes Benz but I would like to have one that is safe to drive and not one that feels like it is going to injure me or someone else every time I get behind the wheel. I would be happy to send copies of the repair summary, the bill of sale and any other information that is needed to research my complaint and get it rectified. I look forward to your reply and a resolution to my problem and will wait until 1 week before seeking help from a consumer protection agency or the better business bureau. Please contact me at the above address or phone or

Thank you,

When did the incident occur?
Driver's name and name of occupants:
Where did the alleged incident occur?
Were there passengers?
Was anyone injured?
Were seatbelts worn?
Where is the vehicle located now?
Address, Phone and Contact person at Body Shop:
Police Report?
Insurance Information:
Can customer forward photos to CAC?

Open Date: 05/22/2009 11:30:11 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** SN

Email sent:

Dear Ms. Atkinson:

Thank you for your emails.

Arrangements have been made to review your concerns on a local level. You will be contacted shortly.

If we can be of any further assistance in the meantime, please feel free to e-mail us again or call me at 1-800-FOR-MERCEdes (1-800-367-6372) ext 7831.

Sincerely,

Paul H.
Mercedes-Benz USA, LLC

Open Date: 05/26/2009 09:04:20 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Don,

Please look into this with the dealer. Did anyone check the undercarriage for damage? Were there any fault codes in the SRS besides those that indicate which bags deployed?

Please let me know what they found and we can discuss how to proceed.

Thanks,

Gary

Open Date: 09/24/2009 11:05:38 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Don,

What's the status of this case? Can it be closed?

Gary

Open Date: 10/20/2009 13:40:35 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Don,

Can this case be closed? What was the outcome?

Gary

Open Date: 12/01/2009 16:11:51 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Dealer repaired vehicle prior to our involvement. We do not know if there was undercarriage damage that caused the bags to deploy. The repairs were covered by her insurance carrier or extended warranty company. We will not buy her vehicle back.

Open Date: 12/01/2009 16:12:08 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
No Inspection Required

Open Date: 12/01/2009 16:12:23 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** RC
Please close per prior note.

Open Date: 12/01/2009 16:12:40 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Send letter.

Open Date: 12/02/2009 22:09:34 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
Status change CCR to HLD by Susan Cunningham.

Open Date: 12/04/2009 09:36:52 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
Below letter sent:
December 4, 2009

[REDACTED]

Bothell, WA [REDACTED]

Subject:Model:2005 E320W
VIN:WDBUF65J15A [REDACTED]

Dear [REDACTED]:

Thank you for your recent contact to the Mercedes-Benz USA Customer Assistance Center concerning the above model. We apologize for any inconvenience you may have experienced with your 2005 E320.

Your request to have the above-referenced vehicle repurchased by the manufacturer was reviewed by our After-Sales Operations Manager, in conjunction with Mercedes-Benz of Lynnwood. After review, your request was respectfully declined.

We confirm your vehicle was repaired by your dealer, Mercedes-Benz of Lynnwood, prior to your contact to Mercedes-Benz USA, and that the repairs were covered by your extended warranty company.

[REDACTED], we appreciate the opportunity to review this matter. Should you have any future technical concerns regarding your E320, please feel free to contact your local authorized Mercedes-Benz dealer for assistance.

Sincerely,

Susan C.
Executive Case Manager

SC/jla

bcc: G. Bowne
R.T. Brunner
R. Cila
D. Zinda

Corr: 402784
Referral: 212567

Open Date: 12/04/2009 15:28:41

Agent: Susan Cunningham

Phone 7815

Note Type: SN

Below letter sent;
December 4, 2009

[REDACTED]
Bothell, WA [REDACTED]

Subject:Model:2005 E320W
VIN:WDBUF65J15A [REDACTED]

Dear [REDACTED]:

Thank you for your recent contact to the Mercedes-Benz USA concerning the above model. We apologize for any inconvenience you may have experienced with your 2005 E320.

I have reviewed your request to have the above-referenced vehicle repurchased by the manufacturer. As an After-Sales Operations Manager with Mercedes-Benz USA, I have full authority to make decisions of this type in the Western United States. After thorough review of the service history, your request has been respectfully declined.

It is my understanding the vehicle was repaired by your dealer, Mercedes-Benz of Lynnwood, prior to your contact to Mercedes-Benz USA, and that the repairs were covered by your extended warranty company.

[REDACTED], the opportunity to review this matter is appreciated. Should you have any future technical concerns regarding your E320, please feel free to contact your local, authorized Mercedes-Benz dealer for assistance.

Sincerely,

Donald Zinda
After-Sales Operations Manager

DZ/sc/jla

bcc: G. Bowne
R.T. Brunner
R. Cila
D. Zinda

Corr: 402784
Referral: 212567

Open Date: 12/08/2009 17:44:10

Agent: DONALD ZINDA

Phone

Note Type: RC

At this point the only thing we can tell the customer is that we are not buying the vehicle back. Since her insurance covered the repairs, we'll deal with them if they decide to subrogate.

Thanks,

Gary H. Bowne
Product Compliance, Analysis, Safety & Emissions
Mercedes-Benz USA, LLC

7/16/2010

Customer Assistance Referral

CA Ref ID: 212923 Priors: No Open Date: 06/18/2009 Status: CLS Last Update: 07/07/2009

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Newark CA [Redacted] Corres ID:

Agent: Justin Haase Phone: 6302 Orig By: P Orig CD: CS Region: 3 Market: 7

Service Retailer:00333 L.A. RGN Assign Agent: SOM - 31

Orig Retailer: 05643 BERBERIAN EUROPEAN M STOCKTON CA

Sell Retailer: 05643 BERBERIAN EUROPEAN M STOCKTON CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006

World VIN: WDDDJ75X06A [Redacted]

Mileage: 57784 Engine Number: 11396730639663

Prod Date: 11/24/2004 Warranty Start Date: 01/19/2005

Close Agent: Gary Bowne Field Closing Date: 07/07/2009

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

Involved Information

- [Redacted] - Owner, [Redacted] Newark, CA [Redacted]
 - [Redacted] Expired Residence
 - [Redacted], Expired Business
 - [Redacted] Expired Residence
- [Redacted] Representative, [Redacted] Tracy, CA [Redacted]
 - [Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/18/2009 16:59:28

Agent: Justin Haase

Phone 6302

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 57784

Warranty Start Date: 01/19/2005

Previous CA Referrals: None

Previous Summary Notes: 2932023

Rep/Brother-in-law for customer [REDACTED] phoned the CAC and his concerns were escalated to writer for review.

Writer phoned rep who claimed that [REDACTED] Amin was driving and struck a tree at 55mph. Rep claims that the airbags did not deploy and that the "seatbelts" saved them from very serious injury. Rep claimed that he and [REDACTED] suffered physical pain from the accident and while they were released from the hospital, will be seeking further medical attention. Rep also claims that customer [REDACTED] is presently out of the country on business, and he is handling concerns.

Customer claimed that the vehicle is presently at ECM Collision and that they will hold of repair until receiving a response from MBUSA. Rep is requesting that an MB TS inspect the vehicle as he believes the airbags should have deployed.

Writer apologized for rep and customers experience and advised that I would note the request and said request would be reviewed subsequent to receipt of the vehicle photographs.

Rep understood and will submit them soon.

When did the incident occur? 5/21/2009

Driver's name and name of occupants: [REDACTED] - Driver, [REDACTED] - Passenger

Where did the alleged incident occur? West Grant Line in Tracy CA

Was anyone injured? yes, rep claim hospitalization and release for minor injury, rep and customer to seek further medical attention

Were seatbelts worn? yes

Where is the vehicle located now? EMC Collision

Address, Phone and Contact person at Body Shop:

EMC Collision

41041 Albrae St

Fremont, CA 94538

(510) 651-8800

www.emccollision.com

Police Report? yes, rep does not have number

Insurance Information:AAA insurance, rep does not have claim information

Can customer forward photos to CAC? Yes, rep will email photos

Open Date: 06/19/2009 09:09:30

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Justin,

We'll review the photos and decide next steps. Since there were no significant injuries, I doubt if an inspection will be necessary.

Thanks,

Gary

Open Date: 06/26/2009 13:12:13

Agent: Tom Burns

Phone 6306

Note Type: SN

Writer contacted Gary to inquire about status of this case. Gary advised that he was awaiting photos.

Writer left a VM for [REDACTED] requesting photos be emailed to Mailmaster.

Open Date: 06/29/2009 09:26:37

Agent: Paul Harmon

Phone 7831

Note Type: SN

Writer received three pictures from [REDACTED]. Write forwarded to Gary B and R. Cila.

Open Date: 07/01/2009 09:54:17 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Justin,

I have not received any photos. How were they sent? Via mail or email?

Gary

Open Date: 07/01/2009 09:58:13 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Hi Justin,

Sorry, I did get the photos. After review, based on the vehicle damage and the injuries sustained, it appears that the SRS functioned as designed in not deploying. If the customer has concerns about the operation of the SRS they should have the system checked after the body repairs are complete.

Gary

Open Date: 07/01/2009 09:58:46 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
No Inspection Required

Open Date: 07/01/2009 09:59:18 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** RC
Please close per prior note.

Open Date: 07/01/2009 09:59:39 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN
Send letter to customer.

Open Date: 07/01/2009 10:13:42 **Agent:** Tom Burns **Phone** 6306 **Note Type:** SN
Request for letter emailed to Eileen.

Open Date: 07/06/2009 16:11:05 **Agent:** Paul Harmon **Phone** 7831 **Note Type:** SN
Draft sent to Gary for review.

Open Date: 07/07/2009 15:29:06

Agent: Paul Harmon

Phone 7831

Note Type: SN

Letter sent yesterday:

July 6, 2009

[REDACTED]
Newark, CA [REDACTED]

Subject: Model: 2006 CLS500C
VIN: WDDDJ75X06A [REDACTED]

Dear [REDACTED]:

This is in follow-up to [REDACTED] contact with this office.

We truly regret to hear of the unfortunate accident you had with your CLS500.

Upon receipt, our technical staff evaluated the pictures Mr. Atta provided, as well as the events described, and has determined on behalf of Mercedes-Benz USA, LLC that this type of impact would not have deployed the SRS system. This being the case, we do not need to inspect the vehicle, and you can inform your body shop accordingly.

We have included a brochure which provides background information on the purpose and function of the Mercedes-Benz seat belts, Emergency Tensioning Devices (ETDs), belt force limiters, air bag deployment logic, etc.

The opportunity to review this matter is appreciated.

Sincerely,

Paul H.
Executive Case Manager

PH/jla
Enclosure

bcc: Gary Bowne

Corr: 389829
Referral: 212923

7/16/2010

Customer Assistance Referral

CA Ref ID: 213147 Priors: Both Open Date: 07/06/2009 Status: CLS Last Update: 09/09/2009

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

City: Huntsville AL [Redacted] Corres ID:

Agent: Jenna Sussner Phone: 4667 Orig By: P Orig CD: CS Region: 2 Market: 6

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 23

Orig Retailer: 01329 MERCEDES-BENZ OF HUN HUNTSVILLE AL

Sell Retailer: 01329 MERCEDES-BENZ OF HUN HUNTSVILLE AL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J66A [Redacted]

Mileage: 30626 Engine Number: 27296430087185

Prod Date: 05/12/2005 Warranty Start Date: 10/29/2005

Close Agent: Jenna Sussner Field Closing Date: 09/09/2009

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

Involved Information

> [Redacted] - Owner, [Redacted], Huntsville, AL [Redacted]
[Redacted] Primary Mobile
[Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/06/2009 13:51:17

Agent: Jenna Sussner

Phone 4667

Note Type: PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 30626
Warranty Start Date: 10/29/2005
Previous CA Referrals: None

Previous Summary Notes: 3235045

[REDACTED] contacted the CAC stating that her vehicle was involved in an accident, and her airbags did not deploy.

Customer alleges that she left the dealer after her tire and speaker were repaired. Customer alleges that "all I remember is that I was driving to my sister's house off Mastin Lake Road in Huntsville AL and the next thing I know, I am in a 12 foot ditch." Customer stated that the front end of her vehicle is damaged and the vehicle is totaled. Customer alleges that her airbags did not deploy.

Customer alleges that her injuries are as follows " cracked L7, fractured L1, using a back brace because I may need back surgery. I was out of work and may not be able to go back because I cannot do the light load. I want to be compensated for my injuries. I want someone to inspect my vehicle. I have already contacted an attorney. "

Writer apologized for customer's experience. Writer advised customer that there are many factors that will determine if an airbag should have deployed during a collision. Writer advised customer that an authorized dealer is in the best position to review vehicle. Writer advised customer that her comments will be forwarded for review.

When did the incident occur? May 11th, 2009

Driver's name and name of occupants: Driver-[REDACTED]

Where did the alleged incident occur? "Mastin Lake Road Huntsville AL"

Were there passengers? "No"

Was anyone injured? "Yes. I have a cracked L7, fractured L1, and I am using a back brace because I may need back surgery."

Were seatbelts worn? "yes"

Where is the vehicle located now? " A facility in Birmingham AL. I will call you back with the address and phone number".

Address, Phone and Contact person at Body Shop:

Police Report? No

Insurance Information: Nationwide (256) 882 -0706 Writer requested claim number and customer stated " I don't have it off hand. You can ask them for that."

Can customer forward photos to CAC? Yes- Writer provided contact information for writer and CAC

Open Date: 07/06/2009 13:58:19

Agent: Jenna Sussner

Phone 4667

Note Type: SN

Writer spoke with Cindy at Nationwide Nationwide (256) 882 -0706 who advised writer that claim number is [REDACTED] and adjustor is Kim Gilbert at (205) 424-3897.

Writer left a message for Agent Kim Gilbert requesting further details and provided writer's direct extension for call back. Mr. Gilbert's voicemail states that he will be on vacation until July 13th.

Open Date: 07/06/2009 14:30:16

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi David,

Please assign a TS to inspect.

Thanks,

Gary

Open Date: 07/06/2009 15:02:23

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Nick,

Please forward this case to David Kinports in Jax.

Thanks,

Gary

Open Date: 07/14/2009 11:13:15 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

██████████ contacted writer and provided address of vehicle location:

Nationwide Salvage
1600 Highway 150
Bessemer, Alabama 35023

Writer requested phone number to Nationwide Salvage and customer stated that writer should call the insurance company for the phone number and photos of vehicle.

Open Date: 07/14/2009 11:25:22 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer spoke with Insurance Adjuster Kim Gilbert at (205) 424-3897. Kim advised that vehicle is at:

Insurance Auto Auctions
Stock number 5545648
1600 Highway 150
Bessemer, Alabama 35022
Phone: (205) 426-2300

Mr. Gilbert stated "the vehicle is nearing 60 days down and will be ready to sell next Tuesday. Can you send me a letter requesting that we hold vehicle until you perform inspection and also that you will cover storage charges."

Writer respectfully declined advising that storage and holding vehicle is at the discretion of customer and Insurance company.

MR. Gilbert requested date when vehicle will be inspected.

Writer advised that his comments will be forwarded appropriately. Writer thanked Mr. Gilbert for his assistance.

Open Date: 07/14/2009 11:36:55 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer emailed location of vehicle to Gary B., David K., and Robert G.

Open Date: 07/22/2009 15:08:19 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN

Customer phoned CAC demanding update. Customer reiterated concerns above.

Writer thanked customer for her patience and advised that her concerns have been forwarded to the appropriate parties and are under review. Writer advised customer that we do not take these matters lightly and do a thorough review. Writer advised customer it can take at least several business weeks.

Customer request that update and position/findings be sent to her in writing.

Writer advised customer that she will receive position in writing.

Customer request mailing address for MBUSA.

Writer provided.

Customer request that she be provided update every week regardless if there is additional information or not.

Writer advised customer that either Writer or CM Jenna will follow up with her weekly to advise if there is any additional update available.

Customer requests call on Wed., July 29th.

Writer advised customer that either writer or CM Jenna will contact customer Wed. July 29th. Writer provided writer's 800#/ext.

Open Date: 07/28/2009 15:24:04 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer emailed TS Bob G., and PCA team for update.

Open Date: 07/29/2009 13:13:48 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer received a message for TS Bob G. who advised that inspection has been performed.

Open Date: 07/29/2009 14:44:51 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN

Customer phoned Writer requesting update at about 2:25 today. Writer was unable to access file at the time because system was down. Writer apologized and advised customer that writer was unable to access information for any available update and would call back.

Customer inquire "whether or not Mercedes airbags should deploy in the event of an accident".

Writer advised customer that there are many different factors which determine whether airbags should deploy". Writer advised customer that this is generally speaking and am unable to comment on her specific vehicle and accident.

Customer inquire what will happen next.

Writer advised customer that once review complete, MBUSA will send letter with position.

Writer advised customer that once system is up and running, writer will call back with update if available.

Open Date: 07/29/2009 14:46:01 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN

Writer phoned Customer and advised that only update available at this time is that vehicle has been inspected. Writer advised customer that once reviewed by the appropriate parties MBUSA will send position.

Customer thanked Writer.

Open Date: 07/29/2009 15:46:39 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

The vehicle had undercarriage damage only. No frame deformation and the SRS system was fully functional at the time of inspection. The thresholds for the air bag system and seat belts were not reached for deployment.

Please note that the more significant injuries she is complaining of were pre-existing according to the medical records she provided. However, based on these injuries, the response should come from the legal department.

Gary

Open Date: 07/29/2009 15:47:27 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Close case per previous note. Written response should come from legal.

Open Date: 07/29/2009 15:47:51 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** RC

close.

Open Date: 07/29/2009 19:03:03 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer emailed Legal Counsel Mark K. requesting position in writing. Writer included attached referral.

Open Date: 07/29/2009 19:05:00 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Status change CCR to HLD by Jenna Sussner.

Open Date: 08/05/2009 10:07:17 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer emailed legal counsel Mark K. to request update.

Open Date: 08/05/2009 10:08:14 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Status change CAC to HLD by Jenna Sussner.

Open Date: 08/12/2009 11:35:31 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Writer emailed Legal to request update regarding letter.

Open Date: 08/12/2009 11:36:05 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN

Status change CAC to HLD by Jenna Sussner.

Open Date: 08/21/2009 09:50:12 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN

Email sent to Mark Kelly requesting response.

Open Date: 08/21/2009 09:50:46 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN

Status change CAC to HLD by Diana Sanchez.

Open Date: 08/24/2009 09:09:30 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
Writer was contacted by Mark Kelley. He informed Benjamin Benson has been assigned this case. He informed Legal has not received report record from Engineering.
Writer contact Gary Bowne, who in turn contacted Robert Gerlach. Robert informed the report was posted on 8/11/09 on the legal Pa data.
Writer currently awaiting response from legal.

Open Date: 08/24/2009 09:37:56 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
Status change CAC to HLD by Diana Sanchez.

Open Date: 08/26/2009 11:09:59 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
Email sent to Ben Benson requesting approximate date of response.

Open Date: 08/26/2009 11:10:28 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
Status change CAC to HLD by Diana Sanchez.

Open Date: 08/26/2009 12:52:40 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
As per email received from Ben Benson:
"I will handle this matter when I get back to the office next week [August 31st]. I will respond to the customer once I have had a chance to review the report and confer with Product Analysis. I will, of course, send you a copy of my reply letter. Please let me know if you have any questions. Thanks."

Open Date: 09/08/2009 16:06:36 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
Status change CAC to HLD by Diana Sanchez.

Open Date: 09/08/2009 16:08:23 **Agent:** Diana Sanchez **Phone** 7834 **Note Type:** SN
Waiting for response form the legal department. Email sent to Ben Benson inquiring as to when response should be expected.

Open Date: 09/09/2009 11:37:53 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN
Writer spoke with [REDACTED] who is demanding an update regarding above.

Writer thanked customer for her patience and advised that her concerns are still under review. Writer advised customer that as soon as a position is available, she will receive contact.

Customer stated " Are you reviewing compensating me for medical expenses and loss time from work? That is what I want. I also want a letter saying that we had this conversation today."

Writer advised customer that a letter to acknowledge her request is under review could be offered. Writer confirmed customer's address.

Open Date: 09/09/2009 13:39:40 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN
Response from Legal dated Sept 8,2009 sent Via First Class Mail to:

[REDACTED]
Huntsville, AL [REDACTED]

Advises client: "MBUSA thoroughly inspected your vehicle on July 22, 2009. As a result of the inspection, we determined that the vehicle's SRS system, i.e., seat belts and air bags, were fully functional at the time of incident and that the threshold for air bag deployment was not reached. As such, MBUSA is not responsible for the incident nor is it liable for any corresponding injuries that you claim to have suffered as a result of the incident."

Letter signed by Counsel Benjamin Benson.

Writer sent letter for imaging.

Open Date: 09/09/2009 13:40:48 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** SN
Per above.

Open Date: 09/09/2009 13:41:11 **Agent:** Jenna Sussner **Phone** 4667 **Note Type:** RC
Per above.

7/16/2010

Customer Assistance Referral

CA Ref ID: 214206 Priors: Both Open Date: 09/14/2009 Status: CLS Last Update: 09/30/2009

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

City: Norwalk CT [Redacted] Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: CS Region: 1 Market: 4

Service Retailer: 51114 RAY CATENA OF UNION UNION NJ Assign Agent: SOM - 32
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: 2110831X [Redacted] Model: E500W4 2005
World VIN: WDBUF83J15X [Redacted]
Mileage: 38936 Engine Number: 11396930660424
Prod Date: 02/21/2005 Warranty Start Date: 05/13/2005

Close Agent: Jennifer Burton Field Closing Date: 09/30/2009
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted], Norwalk, CT [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Mobile

Customer Assistance Referral -- Full Notes

Open Date: 09/14/2009 14:24:55 Agent: Jennifer Burton Phone 7843 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 38936
Warranty Start Date: 05/13/2005
Previous CA Referrals: 211951

Previous Summary Notes: 3356875, 2772108, 2871289

[Redacted] phoned CAC requesting MBUSA involvement and technical assistance. Customer claims that vehicle has visited dealer "6 times" for SRS light. Customer claims that several parts have been replaced and issue returned again. Customer stated that he loves his vehicle however he is losing confidence in dealer's ability to repair.

Writer apologized and advised Customer that writer will document and forward to the appropriate parties. Writer advised customer that there are field teams who work closely with the dealer and will ensure that dealer is using the available resources to them for vehicle diagnosis and repair. Writer provided 800#/ext and welcomed Customer to call writer with any questions.

Vehicle is currently at the dealer.

Open Date: 09/14/2009 16:36:14 **Agent:** STEVE DENNIS **Phone** **Note Type:** SN
Information sent to dealer.

Open Date: 09/22/2009 14:31:11 **Agent:** STEVE DENNIS **Phone** **Note Type:** RC
Dealer replaced the wiring harness to address the SRS concerns, claim to handled as a goodwill.

Open Date: 09/22/2009 15:41:40 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** CP
Writer spoke with [REDACTED]. Customer stated that he dropped vehicle off at dealer yesterday for repairs.

Writer spoke with SrvM Guido. Guido advised that dealer had to order part. Customer dropped off vehicle yesterday and was provided with loaner vehicle. Guido advised that dealer is currently performing repairs (replacing wiring harness) and ETA of repair is tomorrow.

Open Date: 09/22/2009 15:42:23 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN
Status change CCR to HLD by Jennifer Burton.

Open Date: 09/23/2009 16:13:34 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN
Writer spoke with SrvM Guido. Guido stated that repairs should be complete Friday. Writer will follow up with Guido Friday.

Open Date: 09/25/2009 15:13:08 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN
Writer spoke with SrvM Guido. Guido advised that vehicle is expected to be repaired by today.

Open Date: 09/25/2009 15:13:53 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN
Status change CAC to HLD by Jennifer Burton.

Open Date: 09/28/2009 11:00:16 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN
Writer left VM for [REDACTED] at [REDACTED] providing 800#/ext as follow-up.

Open Date: 09/30/2009 15:57:38 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN
Writer left additional VM for [REDACTED] as follow up at [REDACTED] Cell providing 800#/ext. Writer welcomed Customer to call Writer with any questions in future.

Open Date: 09/30/2009 16:02:04 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** RC
Writer left 2 VM for [REDACTED] as follow up. Customer has not returned calls.

7/16/2010

Customer Assistance Referral

CA Ref ID: 214276 Priors: Both Open Date: 09/17/2009 Status: CLS Last Update: 10/16/2009

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Cathedral City CA [Redacted] Corres ID: 396570

Agent: Susan Cunningham Phone: 7815 Orig By: M Orig CD: XC Region: 3 Market: 1

Service Retailer:05746	MERCEDES-BENZ OF PALM SPRINGS	CA	Assign Agent: SOM - 25
Orig Retailer: 05101	FLETCHER JONES MOTOR	NEWPORT BEAC	CA
Sell Retailer: 05101	FLETCHER JONES MOTOR	NEWPORT BEAC	CA
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y	

DBAG VIN: 2110651A [Redacted]	Model: E320W	2005
World VIN: WDBUF65J45A [Redacted]		
Mileage: 48329	Engine Number: 72261805559178	
Prod Date: 08/04/2004	Warranty Start Date: 09/25/2004	

Close Agent: VIRGINIA GEE	Field Closing Date: 10/16/2009
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- [Redacted] - Owner, [Redacted], Cathedral City, CA [Redacted]
 - [Redacted] Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Secondary Residence
 - [Redacted] Expired Residence
- Darin Shaw - Representative, 10474 Santa Monica Blvd Ste 40, Los Angeles, CA 900256932
323-988-2400x230, Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 09/17/2009 19:43:35

Agent: Susan Cunningham

Phone 7815

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 48329

Warranty Start Date: 09/25/2004

Previous CA Referrals: 213137

Previous Summary Notes: 3211097

Corres. 396570

Interoffice Memo from Yvette Chang to the CAC with copy of demand letter from Darin Shaw, Krohn & Moss, Ltd. Letter dated Sept. 4, 2009 received in Legal Sept. 14 and the CAC Sept. 17, 2009.

Attorney is requesting vehicle repurchase pursuant to Song-Beverly Warranty and Federal Magnuson-Moss Warranty Acts.

Letter states no contact be made to client.

Letter cites numerous unsuccessful repair attempts for :

Defective Brakes-squeaking, brake surge

Defective Electrical System - SRS light, Comand goes black

Defective climate control system - AC blower intermittent

Defective Transmission-jerks into gear, bucks

Defective Engine-lack of acceleration, gas pedal has to be pushed down hard.

Defective Body/Trim - wood wear, left fog lamp lens, transmission shifter is cracked, driver rear door ash try broken; blown dash speaker.

Defective suspension -tire noise

Defective suspension-metallic really when turning left

Attorney requests reply within 14 days from date of letter or will pursue lawsuit.

Copies to be forwarded to Legal, SPOM.

Open Date: 09/17/2009 19:49:19

Agent: Susan Cunningham

Phone 7815

Note Type: SN

Below attorney acknowledgement letter to be sent:

September 17, 2009

Darin Shaw, Esq.

Krohn & Moss, Ltd.

10474 Santa Monica Blvd Ste 401

Los Angeles, CA 90025-6932

Subject:Client: [REDACTED]

Model:2005 E320W

VIN:WDBUF65J45A [REDACTED]

Dear Mr. Shaw:

Thank you for your letter.

Arrangements have been made for your client's concerns to be reviewed. You will be contacted shortly, if not already.

Sincerely,

Susan C

Executive Case Manager

CC: V. Gee, SPOM

Y. Chang, Legal

Corr: 396570

Referral: 214276

Open Date: 09/22/2009 01:27:24 **Agent:** VIRGINIA GEE **Phone** **Note Type:** SN
SPOM is currently re-reviewing vehicle history.

Open Date: 10/09/2009 16:29:47 **Agent:** VIRGINIA GEE **Phone** **Note Type:** SN
SPOM re-reviewed vehicle history and vehicle does not qualify for repurchase. Please send a letter to the attorney stating MBUSA's position.

Open Date: 10/09/2009 20:43:14 **Agent:** Les Korngold **Phone** **Note Type:** SN
AOM Les Korngold will review and update on Monday, October 11

Open Date: 10/10/2009 12:42:20 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
Writer received email from Les K. to disregard his above note as matter has already been reviewed by V. Gee.
Writer will draft letter response to customer as requested by AOM.

Open Date: 10/12/2009 14:51:19 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
Status change CAC to HLD by Susan Cunningham.

Open Date: 10/12/2009 16:35:00 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN
October 12, 2009

Darin Shaw, Esq.
Krohn & Moss, Ltd.
10474 Santa Monica Blvd.
Suite 401
Los Angeles, CA 90025-6932

Subject: Client: [REDACTED]
Model: 2005 E320W
VIN: WDBUF65J45A [REDACTED]

Dear Mr. Shaw:

On behalf of Mercedes-Benz USA, LLC, I have evaluated your request to have your client's 2005 Mercedes-Benz E320, bearing Vehicle Identification Number WDBUF65J45A [REDACTED], repurchased under the California "Lemon Law." I recognize that your client may have experienced inconvenience and possibly frustration in connection with the servicing of his Mercedes-Benz vehicle, and we at Mercedes-Benz apologize for this.

As an After-Sales Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. I have reviewed your client's repair history to date and have determined that this vehicle does not qualify for the refund under the Lemon Law that you seek. The repair history does not meet any of the statutory guidelines under California Statute. Mercedes-Benz must, therefore, decline to repurchase your client's E320.

The opportunity to review this matter is appreciated.

Sincerely,

Virginia Gee
After-Sales Operations Manager

VG/sc/jla

bcc: L. Korngold - AOM
Y. Chang, Legal
Corr: 398499
Referral: 214276

Open Date: 10/16/2009 00:28:42 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC
Per above letter please close at this time.

7/16/2010

Customer Assistance Referral

CA Ref ID: 214410 Priors: Both Open Date: 09/28/2009 Status: CLS Last Update: 10/07/2009

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

City: Concord CA [Redacted] Corres ID:

Agent: Timothy Ucker Phone: 7810 Orig By: P Orig CD: CS Region: 3 Market: 6

Service Retailer: 05158 MERCEDES-BENZ OF WAL WALNUT CREEK CA Assign Agent: SOM - 31
Orig Retailer: 05158 MERCEDES-BENZ OF WAL WALNUT CREEK CA
Sell Retailer: 05158 MERCEDES-BENZ OF WAL WALNUT CREEK CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2193751A [Redacted] Model: CLS500C 2006
World VIN: WDDDJ75X86A [Redacted]
Mileage: 12818 Engine Number: 72290100399798
Prod Date: 10/07/2005 Warranty Start Date: 10/21/2006

Close Agent: OPEN Field Closing Date: 10/07/2009
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted] Concord, CA [Redacted]
[Redacted], Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 09/28/2009 14:44:03 Agent: Timothy Ucker Phone 7810 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 12818
Warranty Start Date: 10/21/2006
Previous CA Referrals: 214220

Previous Summary Notes: 3359521

[Redacted] is requesting a buyback claiming repeat dealer visits for SRS , BAS ESP and TPMS.

Customer claims recently provided technical assistance(See closed case 214220) did not satisfy and she now wants her vehicle bought back. Customer claims the TPMS indicator went off on the way home from the dealer and when she checked the tires and they were all filled to 23. Customer claims she is highly dissatisfied that the dealer drove her vehicle 200 miles on 23psi tires and did not correct before returning it to her. Customer claims she dropped the vehicle off with a full tank and it was returned to her almost empty claiming she added \$65 of fuel. Customer began crying and stated she never wanted the vehicle fixed in the first place and wanted it bought back. Customer stated she wants an official position in writing as to why this vehicle does not qualify for repurchase or else she wants it repurchased. Writer apologized for any inconvenience , thanked customer for calling, and advised all comments will be documented and shared appropriately for review

Open Date: 09/29/2009 15:38:09 **Agent:** RICHARD ZOLLMAN **Phone** **Note Type:** SN
SPOM reviewed history and agreed to repurchase car at customer request..

Tim, Please advise customer they will be hearing form ISG shortly,,

Case submitted to ISG 9-29-09

Please close case,

Open Date: 10/01/2009 13:32:14 **Agent:** Susan Cunningham **Phone** 7815 **Note Type:** SN

Letter sent:
October 1, 2009

[REDACTED]
Concord, CA [REDACTED]

Subject:Model:2006 CLS500C
VIN:WDDDJ75X86A [REDACTED]

Dear [REDACTED]:

On behalf of Mercedes-Benz USA, LLC, I have reviewed the service history for the above 2006 Mercedes-Benz CLS500C, bearing vehicle identification number WDDDJ75X86A [REDACTED].

As a Service and Parts Operations Manager for Mercedes-Benz, I have full authority to make decisions of this type in the Western United States. Based on a detailed review of the repair history of this vehicle, it has been determined that Mercedes-Benz USA, LLC will offer to repurchase your 2006 CLS500C.

A third-party vendor, Impartial Services Group, LLC (ISG), will be contacting you shortly to begin gathering information and/or documentation necessary to finalize this transaction.

Should it be necessary to contact ISG, their information is provided below:

Impartial Services Group
2777 Stemmons Frwy., Suite 1425
Dallas, TX 75207
1-800-215-6230
214-634-2262 Fax

The opportunity to provide our position is appreciated.

Sincerely,

Richard Zollman
Service and Parts Operations Manager

RZ/sc/jla
bcc: Janet Charles, Legal
Corr: 397165
Referral: 214410

Open Date: 10/06/2009 18:59:29 **Agent:** RICHARD ZOLLMAN **Phone** **Note Type:** RC
Closed with repurchase and letter.

7/16/2010

Customer Assistance Referral

CA Ref ID: 214901 Priors: No Open Date: 10/26/2009 Status: CLS Last Update: 10/30/2009

Address: [Redacted]

Title:
Phone: - -

City: Burbank CA [Redacted] Corres ID:

Agent: Lindsey Freeswick Phone: 6258 Orig By: P Orig CD: CS Region: 3 Market: 2

Service Retailer:05102	KEYES EUROPEAN, LLC	VAN NUYS	CA	Assign Agent: SOM - 28
Orig Retailer: 05102	KEYES EUROPEAN, LLC	VAN NUYS	CA	
Sell Retailer: 05102	KEYES EUROPEAN, LLC	VAN NUYS	CA	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2193751A [Redacted]	Model: CLS500C	2006
World VIN: WDDDJ75X96A [Redacted]		
Mileage: 41390	Engine Number: 72290100161910	
Prod Date: 03/14/2005	Warranty Start Date: 05/18/2005	

Close Agent: VIRGINIA GEE	Field Closing Date: 10/30/2009
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

> [Redacted] - Owner,	[Redacted], Burbank, CA [Redacted]
[Redacted]	Primary Residence
[Redacted]	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/26/2009 17:20:52 Agent: Lindsey Freeswick Phone 6258 Note Type: PC

Primary Phone [Redacted]
Contact name: [Redacted]
Current Mileage: 41390
Warranty Start Date: 05/18/2005
Previous CA Referrals: None

Previous Summary Notes: 3419501, 2594153

[Redacted] is requesting MBUSA Technical Assistance.

Customer stated the vehicle SRS light has illuminated multiple times and is requesting for it to be repaired "correctly."

Writer apologized and explained his concern will be forwarded.

Customer stated he will bring the vehicle to the dealership today 10/26/09.

Open Date: 10/30/2009 15:18:34 **Agent:** Lindsey Freeswick **Phone** 6258 **Note Type:** SN

██████████ phoned stating he attempted to bring his vehicle to the dealership however he was advised that assistance is unavailable.

Writer apologized for any inconveniences and advised that him that a TS case has been opened.

Writer phoned the SrvM and left a voice message stating the customers concern.

Writer requested a return call.

Open Date: 10/30/2009 16:26:10 **Agent:** VIRGINIA GEE **Phone** **Note Type:** RC

AOM discussed with SM. SM advised that the customer discussed that he is actually requesting goodwill assistance on repairs that are not covered by his service contract. The repair has been identified. The SM declined goodwill assistance, and the customer declined repairs at this time. The customer has picked up his vehicle.

Open Date: 10/30/2009 17:57:08 **Agent:** Lindsey Freeswick **Phone** 6258 **Note Type:** CP

Writer phoned ██████████ and explained that his concern is already known to the dealership and assistance for the repair is unavailable. Writer explained at this time repairs would be at the customers expense.

Customer states he feels MB should repair the part at no cost claiming it has failed twice in 10,000 miles.

Writer again apologized and explained MB part warranty is 1 year 12,000 miles. Writer explained the part is currently outside the warranty period and if the current concern is due to another part the repairs would be unrelated.

Customer requested to speak with the Regional Team.

Writer respectfully declined and stated a representative from writers department will be able to contact him either tonight or Monday morning.

Open Date: 10/30/2009 21:20:48 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** CP

Writer called and spoke with ██████████ at ██████████.

Writer advised customer that the issue was thoroughly reviewed and the repair would be the responsibility of the owner.

Customer asked for name of the SvcM of Keyes European, name was provided.

Customer alleges that if he is not satisfied he will contact his lawyer.

7/16/2010

Customer Assistance Referral

CA Ref ID: 215621 Priors: No Open Date: 12/14/2009 Status: CLS Last Update: 02/10/2010

██████████ ██████████ ██████████

Address:

Title:

Phone: - -

City: -

Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: CS Region: 2 Market: 4

Service Retailer: 01117 MERCEDES-BENZ OF MOB MOBILE AL Assign Agent: SOM - 23

Orig Retailer: 17107 MERCEDES-BENZ OF BUC ATLANTA GA

Sell Retailer: 17107 MERCEDES-BENZ OF BUC ATLANTA GA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110561A ██████████ Model: E350W 2006

World VIN: WDBUF56J96A ██████████

Mileage: 60646 Engine Number: 72290600175604

Prod Date: 04/08/2005 Warranty Start Date: 05/31/2005

Close Agent: MIKE ELLIS Field Closing Date: 02/10/2010

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

Involved Information

➤ ██████████	██████████, Ocean Springs, MS ██████████
██████████,	Primary Residence
██████████	Secondary Residence
██████████	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/14/2009 12:49:09 Agent: Jennifer Burton Phone 7843 Note Type: PC

Primary Phone: 228-424-4372

Contact name: ██████████

Current Mileage: 60646

Warranty Start Date: 05/31/2005

Previous CA Referrals: None

Previous Summary Notes: 3483075

██████████ phoned CAC requesting free Extended warranty or buyback. Customer claims that she purchased vehicle as CPO and has had to visit dealer "every other week for new and repeated issues". Customer stated that vehicle has needed repairs to transmission, navigation, SRS, and central locking system. Customer stated that vehicle is "a lemon" and will have to get attorney involved if necessary. Customer voiced dissatisfaction with overall experience.

Writer apologized and advised Customer that her concerns and requests will be documented and forwarded to the appropriate parties for review.

Vehicle currently has SRS light. Writer recommended tow. Customer declined. Customer stated that dealer will have loaner vehicle available tomorrow and does not have alternate transportation in meantime.

Open Date: 12/14/2009 14:16:30 **Agent:** MIKE ELLIS **Phone** **Note Type:** SN
Aom to review with Dealer

Open Date: 12/28/2009 13:23:08 **Agent:** MIKE ELLIS **Phone** **Note Type:** SN
Client has appt for 1/4/10

Open Date: 01/07/2010 12:32:04 **Agent:** MIKE ELLIS **Phone** **Note Type:** SN
Aom was advised by service manager vehicle has been repaired

Open Date: 01/14/2010 09:19:37 **Agent:** MIKE ELLIS **Phone** **Note Type:** SN
Dealer declined to repurchase and vehicle is not eligible for good will extended warranty

Open Date: 02/05/2010 10:17:11 **Agent:** MIKE ELLIS **Phone** **Note Type:** RC
AOM spoke with service manager who has attempted to follow up with client three times with no response

Open Date: 02/05/2010 18:06:58 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** CP
Writer left VM for [REDACTED] at [REDACTED] providing 800#/ext.

Open Date: 02/10/2010 12:44:13 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** CP
Writer spoke with [REDACTED] yesterday afternoon. Writer inquire if dealer SrVM had reached her. Customer stated no. customer request update.

Writer apologized and advised customer that her requests have been reviewed by the appropriate parties and respectfully declined.

Customer expressed disappointment and thanked writer for follow up.

7/16/2010

Customer Assistance Referral

CA Ref ID: 215622 Priors: No Open Date: 12/14/2009 Status: CLS Last Update: 01/20/2010

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Fort Worth TX [Redacted] Corres ID:

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: CS Region: 2 Market: 9

Service Retailer: 75118	PARK PLACE MOTORCARS	BEDFORD	TX	Assign Agent: SOM - 31
Orig Retailer: 75118	PARK PLACE MOTORCARS	BEDFORD	TX	
Sell Retailer: 75118	PARK PLACE MOTORCARS	BEDFORD	TX	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2110261A [Redacted]	Model: E320CDI	2005
World VIN: WDBUF26JX5A [Redacted]		
Mileage: 57000	Engine Number: 72262605541061	
Prod Date: 08/16/2004	Warranty Start Date: 09/10/2004	

Close Agent: Gary Bowne	Field Closing Date: 01/20/2010
Close With:	Close By:
	Close How:
	Owner Satisfied:

Involved Information

- > [Redacted] - Owner, [Redacted], Fort Worth, TX [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Residence
 - [Redacted], Secondary Business
- > [Redacted] - Driver, [Redacted], Fort Worth, TX [Redacted]
 - [Redacted], Primary Residence
 - [Redacted], Secondary Mobile
 - [Redacted], Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/14/2009 13:34:52

Agent: Mariano Carbajal

Phone 7855

Note Type: PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 57000
Warranty Start Date: 09/10/2004
Previous CA Referrals: None

Previous Summary Notes: 882433, 3239124

The following not was forwarded by a Customer Care rep:

[REDACTED] called the CAC and stated that his wife was in an accident on Sunday November 29. He stated the vehicle was taken to Park Place Collision Facility and was totaled by his insurance company. He stated that the vehicle is currently at the dealership but he released the vehicle yesterday to the insurance company.

[REDACTED] stated that the airbags or the seatbelts did not deploy. He stated the Service Advisor Mark Waugh advised him that the rear seat belts should have deployed and didn't.

[REDACTED] stated that his wife hit the rearview mirror, bruise on her head, has bruises on her knees and may have a broke her hand but she has not gone to a doctor.

[REDACTED] stated that a vehicle hit his wife's vehicle at a 90 degree angle, the driver's side headlight and the vehicle spun around 360 degrees and hit the other side. He stated the vehicle crumbled in all the right places but he is puzzled about the seat belts."

Customer may be contacted via email the rest of 2009 ([REDACTED]) and by phone in 2010

When did the incident occur?

11/29/09

Driver's name and name of occupants:

[REDACTED]
Where did the alleged incident occur?

Ewing St.

Were there passengers?

NO

Was anyone injured?

Were seatbelts worn?

Yes

Where is the vehicle located now?

Insurance company took it, vehicle totaled.

Address, Phone and Contact person at Body Shop:

Park Place Autowerks

3316 Atwell Street

Dallas, TX 75235-7102

(214) 443-8250

Insurance Information:

State farm

Policy number [REDACTED]

Can customer forward photos to CAC?

Pictures received will forward to product compliance.

Open Date: 12/14/2009 14:35:14

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Mike,

If the vehicle is still at the dealer, have them photograph the damage and check for SRS codes. Please let me know if the vehicle is no longer there.

Thanks,

Gary

Open Date: 01/06/2010 10:48:50 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** SN

Request for information has been sent to the body shop and TS for review.

Mike Wylie - AOM.

Open Date: 01/06/2010 19:20:30 **Agent:** MICHAEL WYLIE **Phone** 7631 **Note Type:** RC

Car has been inspected by Mr. M. Byrd - TS. Mr. Byrd's report has been sent to home office. I have discussed this case with Mr. Eric McKenzie - Body Shop Manager.

This car has since been totaled by the insurance company.

Case will be closed as of 1/6/2010.

Mike Wylie - AOM.

Open Date: 01/12/2010 17:19:03 **Agent:** Jennifer Burton **Phone** 7843 **Note Type:** SN

██████████ phoned CAC requesting call back.

Writer left VM for ██████████ at ██████████ providing 800#/ext.

Open Date: 01/19/2010 10:01:34 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Vehicle was removed from dealer before we had a chance to inspect. We reviewed photos that were provided and based on the damage observed, in our opinion the deployment threshold for SRS deployment was not reached. Please inform the customer accordingly.

Open Date: 01/19/2010 10:02:22 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Please send customer letter per prior note.

Open Date: 01/19/2010 10:03:05 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** RC

close case

Open Date: 01/20/2010 11:55:56
January 20, 2010

Agent: Maria Cruz

Phone 4604

Note Type: CP

[REDACTED]
Fort Worth, TX [REDACTED]

Subject: Model: 2005 E320CDI
Serial No: WDBUF26JX5A [REDACTED]

Dear [REDACTED]:

This is in follow up to your recent contact with our office.

We regret to learn of your wife's unfortunate accident. The above-referenced vehicle was removed from Park Place Motorcars before Mercedes-Benz USA (MBUSA) had the chance to inspect it. Our Technical staff reviewed photos of the vehicle and determined that based on the damage the vehicle sustained; the deployment threshold for the Supplemental Restraint System was not reached. As such, the vehicle operated as designed.

The opportunity to review this matter is appreciated.

Sincerely,

Maria C.
Executive Case Manager

Bcc: Gary Bowne
Regina Cila
Tom Brunner

Corres. 406279
Referral. 215622

7/16/2010

Customer Assistance Referral

CA Ref ID: 215893 Priors: No Open Date: 01/04/2010 Status: CLS Last Update: 02/22/2010

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

City: Westerville OH [Redacted] Corres ID: [Redacted]

Agent: Lindsey Freeswick Phone: 6258 Orig By: P Orig CD: CS Region: 4 Market: 4

Service Retailer: 62109 MERCEDES-BENZ OF EAS COLUMBUS OH Assign Agent: SOM - 26
Orig Retailer: 17315 ATLANTA CLASSIC CARS DULUTH GA
Sell Retailer: 17315 ATLANTA CLASSIC CARS DULUTH GA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
World VIN: WDBUF87J16X [Redacted]
Mileage: 20419 Engine Number: 27297230059705
Prod Date: 03/15/2005 Warranty Start Date: 04/21/2005

Close Agent: STEVE NEUKAM Field Closing Date: 02/22/2010
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted], Westerville, OH [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/04/2010 18:37:17 Agent: Lindsey Freeswick Phone 6258 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 20419
Warranty Start Date: 04/21/2005
Previous CA Referrals: None

Previous Summary Notes: 242488, 1499172, 3520227, 1758196, 1872373

[Redacted] is requesting MBUSA involvement in the diagnosis and repair of his vehicle. The customer claims the SRS light is illuminated again after a repair attempt by the dealership. Customer stated the easy entry function is also malfunctioning.

Writer apologize and explained his concern will be submitted for factory review.

Vehicle is NOT currently at the dealership.

Open Date: 01/05/2010 09:37:17 Agent: STEVE NEUKAM Phone Note Type: SN

AOM checking with SM.

Open Date: 01/21/2010 15:56:26 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer received warm transfer from Customer Care Rep. - Maureen, as [REDACTED] was requesting status of above case.

Customer claimed, "I don't think that Mercedes cares for their customers because I am STILL having issues with the SRS light coming back on-dash after MANY trips to the Mercedes of Easton dealer. I don't get why I have to take it there back-and-forth. I really need Mercedes to help the Columbus dealer and get this problem fixed! I picked up the vehicle this week and the dealer assured me it would be fixed however the light is back-on again. I have scheduled an appointment for Tuesday 1/26 and hope this problem will not come back. I have been a loyal Mercedes customer and think I might reconsider BMW because of this experience?!"

Writer apologized for customer's experiences and frustration, assuring his comments will be noted, moreover offered to contact Dealer Management at MB of Easton and relay above concerns. Writer advised case is still open and being reviewed with Market Team and Dealer Management. Writer requesting his patience - customer understood and agreed to await appointment for 1/26 until vehicle can be assessed further by Dealer Service at MB of Easton.

Open Date: 01/21/2010 15:57:18 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer contacted MB of Easton and attempted to reach SrvD - Cindy L. however no answer.

Writer left VM with name/ext., requesting return call to relay above conversation [writer had with Mr. Custard].

Open Date: 01/25/2010 15:16:49 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer contacted MB of Easton again and attempted to reach SrvD - Cindy and/or any available Dealer Service personnel however clerk advised all are unavailable but offered to transfer to voicemail.

Writer left VM for SrvD - Cindy with name/ext., moreover brief explanation of above customer's concern, understanding he intends to bring vehicle to dealership tomorrow for further assessment regarding 'SRS malfunction'.

Open Date: 01/29/2010 10:01:06 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer received VM yesterday 1/28/10 on personal extension from SrvD - Cindy regarding the above.

In voicemail, SrvD advised the vehicle was presented to dealer on 1/26 and some work was performed at no cost. SrvD advised, customer was provided 'special pricing' on previous repairs and has requested 'competitive pricing' for alternate work needed on vehicle.

SrvD will request the SrvA to consult with [REDACTED] to further discuss pricing/details.

Writer noted according to voicemail.

Open Date: 02/02/2010 15:48:34 **Agent:** Romy Parekh **Phone** 7832 **Note Type:** SN

Writer received call on personal extension from SrvD - Cindy providing update.

SrvD advised that vehicle repair is being finalized and this recent repair is being performed at no cost to customer. SrvD advised, the dealership will contact [REDACTED] once ready for pick-up.

Writer noted accordingly.

Open Date: 02/22/2010 16:42:30 **Agent:** STEVE NEUKAM **Phone** **Note Type:** RC

AOM checked with SD Cindy and customer is ok following last repairs. Case closed. See also notes above.

7/16/2010

Customer Assistance Referral

CA Ref ID: 216215 Priors: No Open Date: 01/27/2010 Status: CLS Last Update: 03/09/2010

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Cooper City FL [Redacted] Corres ID: 407175

Agent: Carol Ann Carroll Phone: 4673 Orig By: E Orig CD: XC Region: 2 Market: 1

Service Retailer: 14123	MERCEDES-BENZ OF PEM	PEMBROKE PIN	FL	Assign Agent: SOM - 28
Orig Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	
Sell Retailer: 14302	MERCEDES-BENZ OF COR	CORAL GABLES	FL	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

DBAG VIN: 2193751A [Redacted]	Model: CLS500C	2006
World VIN: WDDDJ75X36A [Redacted]		
Mileage: 37000	Engine Number: 11396730668635	
Prod Date: 03/14/2005	Warranty Start Date: 04/07/2005	

Close Agent: GEOFF LEWIS	Field Closing Date: 03/09/2010
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

➤ [Redacted] - Owner	[Redacted], Cooper City, FL [Redacted]
[Redacted],	Primary Mobile
[Redacted],	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/27/2010 11:38:09

Agent: Carol Ann Carroll

Phone 4673

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 37000

Warranty Start Date: 04/07/2005

Previous CA Referrals: None

Previous Summary Notes: 3560188, 3560204

[REDACTED] called the CAC on 1/26/10 and stated:

Customer contacted the writer and stated she hit a wall when driving in a commercial area while parking. The customer stated the vehicle accelerated unexpectedly and hit a wall. The customer stated the vehicle presently is not drivable, it is at a Geico appraisal center, it will be there for a few days. The customer stated she wants an evaluation as to why the vehicle accelerated and hit the wall. Sent to a case manager.

She also sent an e-mail:

Vehicle Information:

VIN: WDDDJ75X36A [REDACTED]

Comments:

Hello, I am writing because tonight I was parking my car and the car suddenly accelerated at uncontrollable speed and crashed into a wall. As of right now, it appears that I mistook the brake for the gas. However, about 6 weeks ago, I was reversing the car from a parking spot and the car suddenly accelerated too. I did not think much of it. The car has on occasion jerked. It is normally my husband car, but I have been using it now for a while since he has a company car. I am reviewing the CLS 500 series and am seeing that there have been a couple of filed and many unfiled cases of transmission issues or sudden acceleration issues due to electrical problems. One story on automotix is exactly like mine. I am very careful and cautious driver and have never had an accident. The speed that the car accelerated was as if someone slammed the pedal down. It was completely abnormal. I am very concerned and am having the car towed to be reviewed by insurance agency.

Writer called both numbers provided and requested a callback to clarify and obtain information such as location of vehicle, and pictures of damage.

Open Date: 01/27/2010 11:55:14

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Carol,

Please let the customer know that she can have the vehicle checked for her claim of unintended acceleration by her authorized dealer after the body repairs are complete.

Note to Geoff - we'll cover the dealer's time according to our NetStar message of April 3, 2009. Please have them send us printouts of any diagnostics they perform.

If the dealer identifies a problem, we'll inspect.

Thanks

Gary

Open Date: 01/27/2010 14:28:10

Agent: Carol Ann Carroll

Phone 4673

Note Type: SN

[REDACTED] called writer back.

She advised that she is waiting to hear from Ins. Co. on the damage.

She claims right after the accident she was upset and not thinking straight but since that time she has clearer thoughts.

She claims that vehicle has been jerking, even when it is drive. She also claims that a couple of weeks ago, it jolted forward when the vehicle was in R.

She stated this time it jerked at an uncontrollable rate.

She is now concerned that the air bag did not deploy.

Writer advised customer that the impact has to meet a certain threshold for the airbag to deploy. Requested customer send in pictures of the vehicle damage.

She will send them tonight.

I advised after body damage is complete, dealer can check the transmission system.

Open Date: 02/01/2010 12:28:38 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

██████████ sent the following e-mail with photos. She also included copies of reports of other owners of this like vehicle who allegedly experienced unexpected acceleration.

Forwarding pictures to Gary.

Hello Carol,

Here are some photos of the damage done to the car, the location where it happened and my written summary I sent to our insurer.

I am very concerned about the condition of this car in the position where it was almost at a stop. It does not seem natural that this much damage could be done to the car within this distance plus I am wondering why the air bags did not go off.

The parking spot from behind has other spots behind it without not enough space to even accelerate, in my opinion into the spot and slam into a wall.

As noted, the other occurrence where I was backing out a parking spot was on December 30. I was at this time, not in a position to 'confuse' the brake for the gas nor had any need to press hard on the gas (nor did I). I had intentionally parked in a spot with clearance behind me.

Because I believe that this car has a grave defect and the circumstances do not seem normal, I had the same night I emailed Mercedes found this documented accident for the same year and model car with the NHTSA (also enclosed).

To date, we have yet to hear the analysis from the insurer. I am sincerely, worried about this car and our safety.

Open Date: 02/01/2010 13:14:51 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Geoff,

After the body repairs are complete, please offer to have the dealer check the vehicle (brakes, throttle, etc.). We'll reimburse them according to our NetStar message of April 3, 2009. We can then discuss how to respond to the customer.

Thanks,

Gary

Open Date: 02/01/2010 13:17:23 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

I reviewed the photos provided by the customer. The impact was not severe enough to deploy the SRS. We will have the dealer inspect for the UA complaint after the body repairs are complete.

Open Date: 02/02/2010 07:45:25 **Agent:** GEOFF LEWIS **Phone** **Note Type:** TN

Since the dealer is being asked to inspect the vehicle, I am transferring the referral to them, so that they can access it through NetStar.

Open Date: 02/02/2010 10:49:09 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN

██████████ called writer and advised she received an estimate from her Ins. Co of \$12,305. She wanted to know if she should approve repairs or if we needed to look at vehicle regarding either the air bag or the transmission concern.

Writer advised that the pictures sent have already been reviewed and the impact was not severe enough to deploy airbag. Advised it would be fine to have body work done on the vehicle and then it could be brought to our dealer for inspection of transmission/shifter concern.

██████████ was unclear about the air-bag. I explained that there are different thresholds of impact that have to be met for the air bag to deploy. Advised we had a booklet I could send her to explain this system.

She requested I do so.

██████████ is sending the estimate for repair and request we look at it to make sure the work proposed will not change our inspection afterward. She will fax and scan to writers attention.

Open Date: 02/05/2010 12:52:38 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN
Writer received estimate and forwarded to Gary. Requested review so I can advise customer that it is okay to go ahead with repairs.

Open Date: 02/05/2010 13:55:35 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN
Gary responded customer can go ahead with repair.
Writer called mobile number and left a message that estimate has been reviewed and she can have repairs performed. Called home number and spoke with customer relaying above.

Open Date: 02/05/2010 15:10:43 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** SN
February 5, 2010

[REDACTED]
Cooper City, FL [REDACTED]

Subject: Model:2006 CLS500C
Serial No: WDDDJ75X36A [REDACTED]

Dear [REDACTED]

As promised in our conversation on February 2, 2010, I have enclosed our booklet on Seat Belts and Air Bags for your review.

I hope this booklet helps to provide understanding of our Supplemental Restraint System.

Sincerely,

Carol C.
Executive Case Manager

CC/jla
Enclosure

Open Date: 02/17/2010 09:05:00 **Agent:** GEOFF LEWIS **Phone** **Note Type:** SN
Dlr states vehicle is still at insurance company adjusters facility.

Open Date: 02/25/2010 13:12:46

Agent: Carol Ann Carroll

Phone 4673

Note Type: SN

██████████ has sent;

Hello Carol,

Geico believes the car should be done tomorrow. I have now exceeded my rental limit with Geico and am wondering if while the car is in Mercedes if a rental is provided. The Pines Mercedes dealership has contacted me, but I have yet to discuss this.

I am also concerned about driving the car. I have had plenty of time to review this incident and have re-visited the location where the accident occurred because my son attends baseball practice at this building.

I am now almost certain that it is impossible for me to have even had my foot on the gas. In this parking lot, one would need to have slowed down enough and use the break to enter the parking spot. I was also at the stop spot where the median was when it jolted over the median, onto the sidewalk and into the wall.

I have rehearsed this situation over and over in my head and know that something is not normal. My husband and I also remember that while running the car in the drive way while it was in park mode the gas would increase creating a louder sound. I am not an expert, but he could maybe describe it better.

Is there a way to get the car from the collision dealership to Mercedes without me driving it?

I am now positive something is very wrong with this car.

██████████
Writer called ██████████.

Advised MBUSA does not have loaner vehicles, this is at the discretion of the dealer and suggested she call them to discuss. Advised many dealers will not provide loaner for an accident.

Also advised customer that if she is afraid to drive we could arrange a tow, however, if we do not find anything wrong with the vehicle she would be responsible for the payment. Suggested calling and speaking with her Ins. Co. regarding a tow. She stated they are sick of her and she doesn't want to ask them for anything else.

Customer will think about it and let writer know if she wants the tow. Vehicle was supposed to be ready yesterday but was not.

Open Date: 02/26/2010 07:10:13

Agent: GEOFF LEWIS

Phone

Note Type: SN

Body shop repairs are nearly complete, car will be taken to dlr shortly.

Open Date: 03/03/2010 10:31:37

Agent: Carol Ann Carroll

Phone 4673

Note Type: SN

██████████ called writer and advised that the dealer has contacted her and advised they did not find anything wrong with this vehicle.

██████████ wanted us to know she is not feeling satisfied with this because she claims the vehicle was jerking before this accident.

Writer apologized for her dissatisfaction but confirmed if the dealer is unable to find anything wrong, there is no repair to be made.

██████████ stated she will be sending a letter to us because she wants to make sure this is all documented in case it happens again.

Writer assured customer that I have also documented her concerns since her first contact.

Open Date: 03/05/2010 15:00:24

Agent: GEOFF LEWIS

Phone

Note Type: SN

No Inspection Required

Open Date: 03/05/2010 15:03:15

Agent: GEOFF LEWIS

Phone

Note Type: RC

Dlr inspected vehicle 3/2/10 per Gary Bowne's instructions. Dlr found no faults with any systems inspected on vehicle. Inspection results were submitted to TS Ramirez who will forward same to Gary Bowne. Will the CAC please send a letter to the customer outlining our position, thanks. I am closing referral, no further field action needed.

Open Date: 03/05/2010 15:03:40 **Agent:** GEOFF LEWIS **Phone** **Note Type:** SN
Dir inspected vehicle 3/2/10 per Gary Bowne's instructions. Dir found no faults with any systems inspected on vehicle. Inspection results were submitted to TS Ramirez who will forward same to Gary Bowne. Will the CAC please send a letter to the customer outlining our position, thanks. I am closing referral, no further field action needed.

Open Date: 03/09/2010 16:10:27 **Agent:** Carol Ann Carroll **Phone** 4673 **Note Type:** CP

March 9, 2010

[REDACTED]
Cooper City, FL [REDACTED]

Subject: **Model:** 2006 CLS500C
Serial No: WDDDJ75X36A [REDACTED]

Dear [REDACTED]

Thank you for contacting us in regard to the accident in which this vehicle was involved.

As advised by the dealer, and confirmed by myself on the telephone, this vehicle was inspected by Mercedes-Benz of Pembroke Pines under the direction of our Technical Specialist. The inspection did not reveal any fault codes nor was the dealer able to find any abnormalities in the operation of this vehicle.

As such, Mercedes-Benz USA is unable to relate this accident to any manufacturer defect.

We appreciate the opportunity to respond.

Sincerely,

Carol C.
Executive Case Manager

CC/ef

Bcc: Gary Bowne
Tom Brunner
Regina Celia
Charles Shady
Perry Giuliano, SD Fax# 954-517-8629

Corres. 410793
Ref # 216215

7/16/2010

Customer Assistance Referral

CA Ref ID: 216544 Priors: No Open Date: 02/17/2010 Status: CLS Last Update: 03/08/2010

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Forest Park GA [Redacted] Corres ID:

Agent: Jennifer Burton Phone: 7843 Orig By: P Orig CD: CS Region: 2 Market: 8

Service Retailer: 17107	MERCEDES-BENZ OF BUC	ATLANTA	GA	Assign Agent: SOM - 24
Orig Retailer: 17107	MERCEDES-BENZ OF BUC	ATLANTA	GA	
Sell Retailer: 17107	MERCEDES-BENZ OF BUC	ATLANTA	GA	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 2110561A [Redacted]	Model: E350W	2006
World VIN: WDBUF56J46A [Redacted]		
Mileage: 54056	Engine Number: 27296430086368	
Prod Date: 05/11/2005	Warranty Start Date: 09/25/2006	

Close Agent: JEFF HUBBARD	Field Closing Date: 03/08/2010		
Close With:	Close By:	Close How:	Owner Satisfied:

Involved Information

>	[Redacted] - Owner, [Redacted], Forest Park, GA [Redacted]
[Redacted]	Primary Residence
[Redacted]	Secondary Business
[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/17/2010 10:11:50

Agent: Jennifer Burton

Phone 7843

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 54056

Warranty Start Date: 09/25/2006

Previous CA Referrals: None

Previous Summary Notes: 1472238, 1706858, 3588493, 1881024

[REDACTED] phoned CAC demanding MBUSA involvement and technical assistance. Customer claims that vehicle has been to dealer "7 times" for same issue. Customer claims that vehicle sputters, will not accelerate and then will leave him stranded on the side of the road. Customer claims that dealer advised him previously that it was the wiring harness but "refuses to replace wiring harness". Customer stated that he is going to pursue lemon law.

Writer apologized and advised customer that writer will document and forward his concerns and requests to appropriate parties for review.

Additionally, customer voiced dissatisfaction with Roadside Assistance at MBUSA on 2/14/10 because he was advised that he would be responsible for tow charges upfront and may be responsible for tow. Customer claims that he asked to speak with supervisor and was placed on hold for "31" minutes and eventually hung up.

Writer apologized and advised customer that writer will share his feedback regarding hold time for supervisor with the appropriate parties.

Writer advised customer that tow is covered if it is warranty issue. Writer advised customer that we are unable to determine if issue is warranty related. Writer advised customer that if tow vendor that is contracted with dealer is used, then generally vendor will bill dealer who will bill customer if it is not warranty related. Writer advised customer that in cases where vendor is unavailable we can still set up service for customer however tow payment may be required upfront. Writer advised customer that if issue is warranty related then he would be eligible for reimbursement.

Customer voiced dissatisfaction.

Customer stated that he currently has a loaner vehicle and "doesn't care if it takes 1 week, 1 month, or 1 year but just wants his vehicle fixed and does not want to be stuck on the side of the road again".

Writer provided 800#/ext. Writer advised customer that either dealer or writer will call with update.

Open Date: 02/22/2010 09:44:36

Agent: JEFF HUBBARD

Phone

Note Type: SN

Reviewing concerns with dealer / TAC. HUB

Open Date: 03/08/2010 10:30:19

Agent: JEFF HUBBARD

Phone

Note Type: SN

Under review.

Open Date: 03/08/2010 10:34:38

Agent: JEFF HUBBARD

Phone

Note Type: RC

Dealer 17107 indicated the vehicle was repaired by replacement of the fuel pumps. Dealer paid for spark plugs as customer refused to pay for them. Concern is resolved as per dealer follow up. HUB

Open Date: 03/08/2010 11:02:28

Agent: Jennifer Burton

Phone 7843

Note Type: CP

Writer left VM for [REDACTED] as follow-up. Writer welcomed customer to phone writer with any additional questions/concerns and provided 800#/ext

7/16/2010

Customer Assistance Referral

CA Ref ID: 216988 Priors: No Open Date: 03/17/2010 Status: CLS Last Update: 04/20/2010

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

City: Rutherford NJ [Redacted] Corres ID:

Agent: Mariano Carbajal Phone: 7855 Orig By: P Orig CD: CS Region: 1 Market: 3

Service Retailer: 56113 MERCEDES-BENZ MANHAT NEW YORK NY Assign Agent: SOM - 35
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

DBAG VIN: 2110871X [Redacted] Model: E350W4 2006
World VIN: WDBUF87J46X [Redacted]
Mileage: 29508 Engine Number: 27297230059301
Prod Date: 03/15/2005 Warranty Start Date: 05/31/2005

Close Agent: GARRETT WETTERAUW Field Closing Date: 04/20/2010
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted] - Owner, [Redacted], Rutherford, NJ [Redacted]
[Redacted], Primary Residence
[Redacted], Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/17/2010 16:00:00 Agent: Mariano Carbajal Phone 7855 Note Type: PC

Primary Phone: [Redacted]
Contact name: [Redacted]
Current Mileage: 29508
Warranty Start Date: 05/31/2005
Previous CA Referrals: None

Previous Summary Notes: 1091055, 3633382

[Redacted] called the CAC requesting MBUSA to buyback her 2006 E350.

Customer claims vehicle has constantly experienced issues which include "chirping noises, bucking, leak in trunk, and more." Customer claims vehicle is very disappointing and believes it all these concern should not happen to a MB. Customer claims she has owned many MB vehicles before and none have experienced as many disappointments as this one.

Customer is requesting for MB to do the right thing and buyback or swap her vehicle.

Open Date: 03/17/2010 16:51:37 Agent: GARRETT WETTERAUW Phone Note Type: SN

Customer concerns are under review with dealer service management.

Open Date: 03/19/2010 09:54:39 **Agent:** GARRETT WETTERAUW **Phone** **Note Type:** SN

Following email from Harold King, Customer Relations Mgr:

Garret,

I called [REDACTED] at [REDACTED] and left a message on her voicemail requesting a callback in reference to her service concerns. The other number on file, [REDACTED] is no longer in service.

Regards,

Harold King
Client Assistance Center Case Mgr.
Mercedes-Benz Manhattan, Inc

Open Date: 04/07/2010 17:19:23 **Agent:** GARRETT WETTERAUW **Phone** **Note Type:** SN

Customer Relations Manager Harold King contacted customer. Conditions described by customer do not currently exist with vehicle. Vehicle is at dealership for an SRS light which cannot be duplicated (no codes). Dealer testing SRS system for faults. Customer advised by Harold King that a buyback was respectfully declined.

Open Date: 04/20/2010 11:41:47 **Agent:** GARRETT WETTERAUW **Phone** **Note Type:** SN

Shop Foremsn test drove vehicle with customer. There were no abnormal noises in vehicle and SRS system is currently operating as designed. Vehicle returned to customer. As ated above, customer was advised by Cust Rel Mgr Harold King that the vehicle will not be bought back.

Open Date: 04/20/2010 11:42:11 **Agent:** GARRETT WETTERAUW **Phone** **Note Type:** RC

Pls see above.

7/16/2010

Customer Assistance Referral

CA Ref ID: 217974 Priors: No Open Date: 05/26/2010 Status: CAC Last Update: 06/01/2010

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Hartselle AL [Redacted] Corres ID:

Agent: Maria Cruz Phone: 4604 Orig By: E Orig CD: XC Region: 2 Market: 4

Service Retailer:00222 JACKSONVILLE RGN Assign Agent: SOM - 23

Orig Retailer: 72102 CAPITOL IMPORTS OF F FLORENCE SC

Sell Retailer: 72102 CAPITOL IMPORTS OF F FLORENCE SC

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2110561A [Redacted] Model: E350W 2006

World VIN: WDBUF56J96A [Redacted]

Mileage: 80784 Engine Number: 27296430287224

Prod Date: 01/11/2006 Warranty Start Date: 03/14/2006

Close Agent: Field Closing Date: 00/00/0000

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

Involved Information

- > [Redacted] - Owner, [Redacted] Hartselle, AL [Redacted]
- [Redacted], Primary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Residence
- [Redacted], Secondary Residence
- [Redacted], Secondary Business
- [Redacted], Secondary Residence
- [Redacted], Expired Mobile

Customer Assistance Referral -- Full Notes

Open Date: 05/26/2010 14:18:37

Agent: Maria Cruz

Phone 4604

Note Type: PC

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 80784
Warranty Start Date: 03/14/2006
Previous CA Referrals: None

Previous Summary Notes: 3168835, 1159372, 1970414

ACCIDENT

Customer sent the following e-mail to MBUSA:

Prefix: Mr.
First Name: [REDACTED]
Last Name: [REDACTED]
Suffix:
Address: [REDACTED]
City: Hartselle
State: AL
Zip Code: [REDACTED]
Email Address: [REDACTED]
Primary Phone: [REDACTED]
Primary Phone Type: Home
Primary Phone Best Time: AM
Secondary Phone: [REDACTED]
Secondary Phone Type: Mobile
Secondary Phone Best Time: AM
Comments:

My wife was in an accident that totalled her 2006 E350 this past week. She was hit in the right back by a person driving at least 50 MPH. She is shaken up with possible back injuries. We are concerned because the air bags did not deploy ... I purchased the car because of MB's reputation for MB's reputation for safety. How do we talk with someone at Mercedes about this? Should we get an attorney or do I have the opportunity to discuss this with someone responsible at Mercedes or do we contact the US regulators with NHTSA.

Open Date: 05/26/2010 14:19:44

Agent: Maria Cruz

Phone 4604

Note Type: SN

Writer attempted to reach customer at:

[REDACTED] - number is no good
[REDACTED] - left v/m requesting a callback.

Also sent:

Dear [REDACTED]

We regret the circumstances that prompted your contact to this office and have attempted to reach you by phone without success. Please call me at 1-800-FOR-MERCEdes (1-800-367-6372) ext. 4604.

Sincerely,

Maria C.
Mercedes-Benz USA, LLC

Open Date: 05/27/2010 09:22:06

Agent: Timothy Lowery

Phone 5317

Note Type: SN

Maria,
Once you have contact with [REDACTED], please verify the impact was to the rear of the vehicle. If there was not frontal or lateral impact, please explain the airbags are intended to deploy in frontal and lateral impacts, not rear. Also send an SRS brochure to explain the operation of the SRS.

Request pictures from the customer.

Contact me if there are any questions,
Tim

Open Date: 05/27/2010 10:45:24

Agent: Maria Cruz

Phone 4604

Note Type: SN

██████████ left v/m for writer.

Writer called her back at ██████████.

██████████ verified that it was rear impact and says that the trunk is crushed in. Customer said that the vehicle has been considered a total loss and is at a salvage yard right now.

Writer inquired about back injuries mentioned in their e-mail. She said its okay and that who knows what problems would arise in the future.

Writer explained that the airbags are intended to deploy in frontal and lateral impacts, not rear. Customer asked, what is there was someone in the back seat, like my grandchildren, I can't believe there would be no airbag protect. Writer asked if there were passengers in the back seat and she said "non". Writer again advised that airbags are intended to deploy in frontal and lateral impacts, not rear.

Writer told customer that I would send a brochure explaining the operation of the SRS- customer declined.

Customer alleges she was involved in a frontal accident with this vehicle 2 1/2 years ago and says the airbags did not deploy. She claims these repairs were done at MB Huntsville and admits that they never contacted MBUSA to report any concerns at that time.