

PE10-017

HOGAN LOVELL
FOR MERCEDES

7-19-2010

Attachment 04A -
Customer Complaint
Documents

PART 1 OF 8

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 Penny Readie 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 Patricia Rosado 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 Mr [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 Jessica Redzia 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 [REDACTED] 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 Mr [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 Mr. [REDACTED] [REDACTED] **SR.**
Address [REDACTED]

Marco Island 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** 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 Lauren Wizemann 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 Accommodate 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 Mr [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 michelle gallego 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 Mrs. [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

Lauren Wizemann

7863

IBS Survey Summary

-Customer left most of survey blank

-Customer comments: "Please Call Me. "

Action: Called [REDACTED] spoke to Mrs. [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 Dr. [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

DR : [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 Mrs. [REDACTED] S [REDACTED]
Address [REDACTED]

Jupiter

FL [REDACTED]

Phone (561)714-5581

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 050713SEAnswers
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 Anna Peet 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 Mr. [REDACTED]
Address [REDACTED]

 Mercer Island WA 980402530

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

Lisa Degraff

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 ([REDACTED]) NA

called [REDACTED]

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 Mr [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 Theresa Gelfand 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 Carol Ann Carroll 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 Mr [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 [REDACTED] 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 Mrs. [REDACTED] H [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 Penny Readie 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 [REDACTED] writer spoke with Mrs. [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 Dr. [REDACTED] M [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
DR : [REDACTED] : M : [REDACTED]

-
COMPLETE ADDRESS CHANGE REQUIRED:

,
9/6/2005 10:52:32 Regina Latourette 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 Mr. [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 Kathy Bacchiocchi 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 [REDACTED] 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 Mr [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 Diana Sanchez 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 [REDACTED] 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 Mr [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 mary marten 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 Ms. [REDACTED] **R** [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 [REDACTED] - 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 Ms. [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 Suzanne Kuhn 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 [REDACTED] - 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 Mr. [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 Tara Santora 6281

Overall Satisfaction: Fair

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

Writer called [REDACTED] 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 Mr. [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 Denise Davanzo 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 Mr [REDACTED] **D** [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 jung kim 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.

[REDACTED] 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 Dr. [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 051027SEAnswers
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 Suzanne Kuhn 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 Ms. [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 jung kim 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.

[REDACTED] left msg.
survey is in DL.

11/15/2005 14:15:00 Virginia Stella 4684

Ms. Heather Barton 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 Mr [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 Elisa Newman 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 Mr. [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 Mr. [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 Mr [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 Theresa Mc Carthy 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 Ms. [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 jung kim 4641

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

[REDACTED] 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 Mr. [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 jung kim 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.

[REDACTED] 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 Mr [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 Anna Peet 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 @ [REDACTED] w/800#

2/16/2006 15:14:32 Jessica Redzia 6206

Customer's wife called Survey Dept. and left a message requesting a call back regarding SES at 949-347-3846. 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

Penny Readie

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 Note Information

Mercedes Benz of U.S.A

Note ID 1086013 **Cus Ident** 30779265 **Legal** N **Note Type** SERVICE EXPEI
Customer Mr. [REDACTED] J [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** E350 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	02/28/2006 16:05:17	Jacqueline Iaria	7836
	Overall Dissatisfaction with Service	02/28/2006 16:05:17	Jacqueline Iaria	7836
	Repeat Visit for Same Issue	02/28/2006 16:05:17	Jacqueline Iaria	7836
	Commitments Not Fulfilled As Promised	02/28/2006 16:05:17	Jacqueline Iaria	7836
Survey Inquiries	SES - Service Experience Survey	02/28/2006 16:05:32	Jacqueline Iaria	7836

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 Jacqueline Iaria 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 [REDACTED] number disconnected.

Called [REDACTED] 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 Ms. [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

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

Last Sell Dlr

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 Elisa Newman 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 Ms. [REDACTED] who stated that vehicle has been in for service 6 times. Customer alleges that she is bringing 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 Mr. [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 Kenneth Nutter 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 Theresa Gelfand 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 Ms. [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 Angela Londono 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/ Ms. [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 Mr. H V [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 2110871X181687 **World Vin:** WDBUF87J56X181687
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 060323SESanswers
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] 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 Ms. [REDACTED] R [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 Tara Santora 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 Toniann Corrigan 4662

Postcard sent.

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 Kenneth Nutter 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 [REDACTED] 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 Dr. [REDACTED] K [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 Diana Sanchez 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 Mr [REDACTED]
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 Carol Ann Carroll 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 [REDACTED] 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 Mr. [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 Anna Peet 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 @ [REDACTED]

5/22/2006 11:31:03 Virginia Stella 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 Mr [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 Theresa Gelfand 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. Mr. Henry 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 Mr [REDACTED]
Address [REDACTED]

Little Rock AR [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 04507 MERCEDES-BENZ OF LITTLE R LITTLE ROCK AR
Sell Dlr 04507 MERCEDES-BENZ OF LITTLE R LITTLE ROCK AR
Last Sell Dlr 04507 MERCEDES-BENZ OF LITTLE R 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
	Excessive Time Spent Waiting at Dealer	05/26/2006 11:26:14	Anna Peet	6305
Dealer Parts	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 Anna Peet 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 Suzanne Kuhn 6380

Second attempt: [REDACTED] person who answered business phone stated that there was no one available by the name of Mr [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 Toniann Corrigan 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 Andrew Dunleavy 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 Mr. [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 Cynthia Feuss 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, [REDACTED]
Survey: Evening Phone Number: [REDACTED] Preferred number: Home/Afternoon VIN: wdbuf82j65x [REDACTED]

10/31/2005 14:21:04 Cynthia Feuss 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 Mr. [REDACTED], 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. Mr. O'Neill, 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 [REDACTED] 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. [REDACTED]

Summary Notes

11/1/2005

14:10:44

Robyn Letz

6209

From PAC:

they need special parts from the TAC (parts for sale).. the TAC case # is 94466, they spoke with [REDACTED]

[REDACTED] 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 Ms. [REDACTED] S [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 [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 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 Note Information

Mercedes Benz of U.S.A

Note ID 981629 **Cus Ident** 29222976 **Legal** **Note Type** Summary Note
Customer Ms. [REDACTED] P [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY
Sell Dlr 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]
Mileage 3366 **Prod Date** 3/17/2005 **Warr Date** 8/23/2005 **Model** CLS500i 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	12/01/2005 17:50:02	Cynthia Feuss	6289
	Overall Dissatisfaction with Service	12/01/2005 17:50:02	Cynthia Feuss	6289
Vehicle Quality	Frequency of Repairs	12/01/2005 17:50:08	Cynthia Feuss	6289
	Overall Dissatisfaction with Quality	12/01/2005 17:50:08	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/01/2005 17:49:48	Cynthia Feuss	6289

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 Ms. Deegan has indicated she will make appt. with 56113. Please review customer/vehicle history, sum note 954793 & 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]gan. 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] Corres # 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 Ms. [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. Ms. [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] Corres # 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] Corres # 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 Mrs. [REDACTED] M [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 in 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 Mr. [REDACTED] A [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 Bruce Meyer, 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 Mr. Meyer 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, e 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: [REDACTED].e

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 Mr. [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: Mr. [REDACTED] Corres # 290573, (Sum 1074094) Draft Response Available on X Drive File
Name: JURON [REDACTED]

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

Ms [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 Mr [REDACTED] J [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 Honora Duffy 6307

E mail from Rhonda Pollard @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!!!!

Rhonda didn't give me any information to go by .. so I replied:

Rhonda:

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 Honora Duffy 6307

Rhonda wrote back:

Thanks for getting back to me.

Customer's name: [REDACTED] Spring Valley, NY [REDACTED] Model: 2005 E320.

I'll try and give David a call.....

Thanks again!

Rhonda

I decided to call Rhonda. 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 Rhonda that she not "take sides" in this matter or make any comments that may be misconstrued by Mr. [REDACTED] and his wife - because we are manufacturer she has to watch what she says to them (for legal purposes)

I also confirmed to Rhonda there are always 2 sides to the story ... while we are not questioning Mr. and Mrs. [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 Honora Duffy 6307

I called David who confirmed that Mr. [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 ... Mr. [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, Mr. [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 Mr. [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) Mr. [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 Rhonda know of my findings and assure her that if Mr. [REDACTED] has any further concern, David stands ready to discuss with customer directly.

10/28/2004 17:08:14 Honora Duffy 6307

I called Rhonda and told her what I found out ... I told her that if she has to get back to Mr. [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 Mr. [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 Mr [REDACTED] R [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

Honora Duffy

6307

Mr. [REDACTED] sent E mail:

E-mail: [REDACTED]

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. [REDACTED]

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 Mr. [REDACTED]

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!

Honora Duffy

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1226988 **Cus Ident** 16003527 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED] **J** [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** CLS500i 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 Honora Duffy 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 Mr. Dewenter 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 Notes

8/28/2006 15:07:54 Honora Duffy 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 -Ms. [REDACTED] again complained about not being contacted on status of c , etc. Ronnie apologized, but this is not good enough for Ms. [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 Ms. [REDACTED]

I've left another VM for customer.

8/28/2006 15:46:07 Honora Duffy 6307

I spoke with Ms. [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 Ms. [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 Ms. [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 Davis 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 Ms. [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 Mr. [REDACTED] L [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 Honora Duffy 6307

Zip: 20906

E-mail: plflaw@erols.com

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, Phillip Feliciano

Summary Notes

10/18/2006 09:42:08 Honora Duffy 6307

I forwarded the Owner's On-line portion to Ron Hellard:

WDBUF26J36A [REDACTED]

E mail address [REDACTED]

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 Honora Duffy 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 Mr. [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 Mr. [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 Honora Duffy 6307

I sent E mail to customer:

Dear Mr. [REDACTED]o:

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, Mr. [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 Mr. [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, Mr. [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 Mr. [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 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 Mr. Spector - 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 2657548 **Cus Ident** 41317017 **Legal** **Note Type** Summary Note
Customer Mr. [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 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 Ms [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 rwded By: Jennifer Kapr on: 04/06/2010 : 14:18:44

Summary Notes

4/9/2010

17:19:58

Robyn Letz

6209

414215

Ms. [REDACTED] 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 Ms. [REDACTED]

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 Mr. [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 Mr [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 953692 **Cus Ident** 28467424 **Legal** **Note Type** Roadside Assistance
Customer Ms. [REDACTED] **M** [REDACTED]
Address [REDACTED]

Raleigh NC [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 59106 MERCEDES-BENZ OF CARY CARY NC
Last Sell Dlr 59106 MERCEDES-BENZ OF CARY CARY NC

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2110261A [REDACTED] **World Vin:** WDBUF26J95A [REDACTED]
Mileage 12000 **Prod Date** 2/28/2005 **Warr Date** 4/27/2005 **Model** E320CD 2005

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/11/2005 08:46:55	Daniel Kleinen	6346

Summary Notes

11/11/2005 08:45:55 Daniel Kleinen 6346

Writer explained ramifications of SRS light. Owner declined tow. Will attempt seat belt reclosure, then contact dealer. Owner aware that airbags may not deploy in accident.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1232694 **Cus Ident** 10240898 **Legal** **Note Type** Roadside Assistance
Customer Mr [REDACTED] H [REDACTED]
Address [REDACTED]

Palo Alto 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:** WDDDJ75X26A [REDACTED]
Mileage 10000 **Prod Date** 3/17/2005 **Warr Date** 5/7/2005 **Model** CLS500 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/31/2006 10:06:10	Daniel Kleinen	6346

Summary Notes

5/31/2006 10:05:49 Daniel Kleinen 6346

Customer states his SRS light is on. Writer informed customer of ramifications of airbag issue / possible no deployment during accident. Writer offered customer tow, owner declined states he is one mile from dealer and will contact them immediately.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 891917 **Cus Ident** 26550289 **Legal** **Note Type** Summary Note
Customer Ms. [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 Mr [REDACTED] A [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 3029483 **Cus Ident** 9266646 **Legal** **Note Type** Summary Note
Customer Ms. [REDACTED] **J** [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: (617) 678 - 9831
 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 Mr. [REDACTED] F [REDACTED]
Address [REDACTED]

Mendon MA 0 [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 Richard Schneider 6359
 Primary Phone: (508) 883 - 1798
 Current Mileage: 23635
 Dealer(s) involved: N/A

Situation: Mr. Mellen stated the SRS light came on.

Action Taken: Writer advised and offered tow but Mr. Mellen stated he will visit the dealer tomorrow to have it looked at.

9/20/2009 13:32:39 Richard Schneider 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 Mr [REDACTED]
Address [REDACTED]

Oakland CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

Sell Dlr 05641 MERCEDES-BENZ OF PLEASANTON CA
Last Sell Dlr 05641 MERCEDES-BENZ OF 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 Richard Schneider 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 Richard Schneider 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 Mr. [REDACTED] **D** [REDACTED]
Address 308 Goldenwest St

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 Mr. [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 Mr [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

Mr. Gupta 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 Mrs. [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 \$30 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 305-661-4295 and spoke with Ms. Romanov 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 3394065 **Cus Ident** 33756968 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED] J [REDACTED] JR.
Address [REDACTED]

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: (215) 794 - 0651
 Current Mileage: 32222

Situation: Mr. Messina 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 Notes

12/11/2009 12:30:28 Theresa Mc Carthy 4601

What did the customer say?

Mr. [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.

Mr. [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.

Mr. [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.

Mr. [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 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 [REDACTED]

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 rvwed By: Mariano Carbajal on: 12/14/2009 : 13:41:27

1/12/2010 14:38:44 Sadik Mujovic 4620

Mr. [REDACTED] 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 [REDACTED]

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 Mr. Michael [REDACTED] 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 rvwed By: Jennifer Burton on: 01/12/2010 : 17:18:34

2/22/2010 17:05:07 Maureen Didomenicc 6256

Mr. [REDACTED] 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] [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?

Mr. Shtein 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 (408)-691-3527

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 Mr. Shtein on (408)-691-3527 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 Mr. [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 Ms. [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?

Ms. Atkinson 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 3439812 **Cus Ident** 33716128 **Legal** **Note Type** Summary Note
Customer Mr. [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? Mr. Hai 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 Mr [REDACTED] A [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 Mr. [REDACTED] S [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 Mr. [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 Mr. [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 Mr. [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 Mr. [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 Mr [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 Mrs. [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
 Miami FL [REDACTED]
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 846308 **Cus Ident** 12320960 **Legal** **Note Type** Summary Note
Customer Dr. [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 Ms [REDACTED] M [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 Ms. [REDACTED]
Address [REDACTED]

Randolph NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 51113 MERCEDES-BENZ OF MORRISTOWN MORRISTOWN NJ
Sell Dlr

Last Sell Dlr 51113 MERCEDES-BENZ OF MORRISTOWN 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 Ms. [REDACTED] A [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 1315249 **Cus Ident** 16752064 **Legal** **Note Type** Summary Note
Customer Mr [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 Ms. [REDACTED] **J** [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 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: [REDACTED]

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]

Address 2:

City: Westport

State: CT

Zip: [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: [REDACTED]

Preferred number: Work

Preferred time to call:

Fax: [REDACTED]

Number: WDBUF83J55X [REDACTED]

IMPORTANT: The information contained in this e-mail message is confidential and is intended only for the name addressee(s). If the reader of this e-mail message is not the intended recipient (or the individual responsible for the delivery of this e-mail message to the intended recipient), please be advised that any re-use, dissemination, distribution or copying of this e-mail message is prohibited. If you have received this e-mail message in error, please reply to the sender that you have received this e-mail message in error and then delete it. Thank you.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 883956 **Cus Ident** 24976843 **Legal** **Note Type** Summary Note
Customer Mr. [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 3657457 **Cus Ident** 33342228 L [REDACTED] [REDACTED] 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 [REDACTED]

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 Mr. [REDACTED] [REDACTED] r
Address [REDACTED]

Phone [REDACTED] **Phone Location** Business
 Richmond CA [REDACTED]
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 Mr. [REDACTED] regarding an SRS light that came on. Writer advised Mr. [REDACTED] that MB Roadside could tow vehicle for him. Mr. [REDACTED] declined and said that this particular problem has been on going with his vehicle and dealer is aware of it. Mr. [REDACTED] r 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 Mr. [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 2886513 **Cus Ident** 33158398 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED]
Address [REDACTED]

Milbridge ME [REDACTED]
Phone [REDACTED]0 **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: (207) 546 - 2960
 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 Mr. [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 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 Mr [REDACTED] **B** [REDACTED]
Address [REDACTED]

Phone Sandy [REDACTED] **UT** [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: (801) 244 - 8431
 Current Mileage: 22970
 Dealer(s) involved: 78602

Situation: Mr. Moser 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, Mr. Moser 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 Mr. [REDACTED] M [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? Mr Scholl 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 rvwed 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 Mr [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 941109 **Cus Ident** 36573788 **Legal** **Note Type** Summary Note
Customer Mrs. [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.

Ms. [REDACTED] and her husband TS Marshall 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 (TS Marshall 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

IMPORTANT: The information contained in this e-mail message is confidential and is intended only for the name addressee(s). This message may be protected by the attorney/client privilege. If the reader of this e-mail message is not the intended recipient (or the individual responsible for the delivery of this e-mail message to the intended recipient), please be advised that any re-use, dissemination, distribution or copying of this e-mail message is prohibited. If you have received this e-mail message in error, please reply to the sender that you have received this e-mail message in error and then delete it. Thank you.

----- 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:

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 Ms. [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 Rene Swain 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 Mr [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 Mr. [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 Ms. [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 Mr. [REDACTED]
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 Mrs. [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 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 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 Mrs. [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 [REDACTED] 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 Ms. [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 Mr. [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 [REDACTED] 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 Mr [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

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 Ms. [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 [Redacted] [Redacted] [Redacted] [Redacted] 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 Mr. [REDACTED]
Address [REDACTED]

Phone Murphy [REDACTED] **Phone Location** NC [REDACTED] **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. Mr. [REDACTED] staying away from home @ Marriott Hotel in Knoxville, TN. Writer advised customer not to drive vehicle. Writer arranged for tow w/Sutherland Wrecker (Sabrina [REDACTED] to MB/Knoxville. Mr. [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/Sabrina & Mr. [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 Mr. [REDACTED] can be 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 Mr. [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 2806105 **Cus Ident** 15829642 **Legal** **Note Type** Roadside Assistance
Customer Mr. [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

Mr [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 Mr. [REDACTED] [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:** WDBUF56J26A [REDACTED]
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 1125271 **Cus Ident** 24529639 **Legal** **Note Type** Summary Note
Customer Ms. [REDACTED] [REDACTED]
Address [REDACTED]

Atlanta GA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 17302 R B M OF ATLANTA, INC. ATLANTA GA
Sell Dir 51078

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2112561A [REDACTED] **World Vin:** WDBUH56J26A [REDACTED]
Mileage 6598 **Prod Date** 11/19/2004 **Warr Date** 6/13/2005 **Model** E350S 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	New Vehicle Limited Warranty Inquiry	03/17/2006 12:02:32	Frank Parente	4675
	'888' / Totaled Inquiry	03/17/2006 12:12:44	Patricia Murdy	6394

Summary Notes

3/17/2006 12:01:43 Frank Parente 4675

Customer called claiming that vehicle is at dealer for SRS issue.

Customer claims that she was surprised to learn that vehicle is on Warranty 8 status. Writer suggested she request SM to have SPOM vehicle inspected and to approve repair if appropriate.

3/17/2006 12:12:33 Patricia Murdy 6394

Customer called back stating she needed to speak to Mike Ellis. Writer advised he was not available & offered to help. Customer stated she needed to speak with him because her service advisor advised her that her vehicle cannot be repaired under warranty until he sees it.

Writer inquired if customer spoke to SM as she was previously advised by Frank. She stated she had not. Writer advised customer to speak with Debbie at the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1225199 **Cus Ident** 32083608 **Legal** **Note Type** Summary Note
Customer Mr. [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** CLS500i 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

[REDACTED]
[REDACTED]
Walnut, CA [REDACTED]

Subject: Model 2006 CLS500C
Serial No. WDDDJ75X26A [REDACTED]

Dear Mr. [REDACTED]

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]
Derridder, LA [REDACTED]

Subject: Model 2005 E320
Serial No. WDBUF65J05A667901

Dear Mr. [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.

Mr. [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 1314308 **Cus Ident** 25624799 **Legal** **Note Type** Summary Note
Customer Mr [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 Mr [REDACTED] [REDACTED] [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 Mr. [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

[REDACTED]
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]

Address 2:

City: Hopewell Junction

State: NY

Zip: [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 [REDACTED]:

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)

11/14/2006 18:32:34 Lois Grillo 4627

Dear Mr [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 Mr [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 Mr. [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 #(303)-773-9380 and his wife asked that I call him on his cell phone. I called Mr. [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

Mr. [REDACTED] 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 Mr [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

Mr. [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 Ms. [REDACTED] [REDACTED]
Address [REDACTED]

Torrance CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 05646 RUSNAK/ARCADIA ARCADIA CA
Sell Dir 05646 RUSNAK/ARCADIA ARCADIA CA

Last Sell Dir

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

COrrres# 2038386

Mrs. [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 Mrs. [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

Ms. [REDACTED] 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 Mrs. [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 Ms. [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 Mr. [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# [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. Mr. [REDACTED] "declined stated he felt comfortable driving t dealer." Writer advised Mr. [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 Mr. [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 BEA 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. Mr. [REDACTED] alleges vehicle has been at dealer since Friday for "SRS" concern.

Mr. [REDACTED] alleges he was advised by Danny Chang service advisor a part had to be ordered and hasn't arrived yet.

Writer advised Mr. [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 Mr. [REDACTED] MBUSA does work through our authorized dealer locations. Writer advised Mr. [REDACTED] would contact the dealer on his behalf.

Writer advised Mr. [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 h attempted to contact Mr. [REDACTED] but it just rang.

Writer provided Cameron phone number's on file for Mr. Binafard.

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 : [REDACTED]

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 Mr [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. Mr. [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 Mr. [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 Maintenan	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 # [REDACTED] 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 Mr. [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 [REDACTED]. Mr. [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 Mr. [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 Maintenananc	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 [REDACTED] 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 1193548 **Cus Ident** 29552530 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED] [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** CLS500i 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

Mr. [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 Mr [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 Mr. [REDACTED]
Address [REDACTED]

Phone Aliso Viejo CA [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 Mr. [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 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 [REDACTED] 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 3162456 **Cus Ident** 45192066 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Exeter NH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr

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 2112871X [REDACTED] **World Vin:** WDBUH87JX6X [REDACTED]
Mileage 37000 **Prod Date** 4/25/2005 **Warr Date** 9/26/2005 **Model** E350S4 2006

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inquir	Vehicle Features Inquiry	05/17/2009 13:44:20	Diane Mangam	6259

Summary Notes

5/17/2009 13:44:11 Diane Mangam 6259

Primary Phone: [REDACTED]
[REDACTED] 37000
Dealer(s) involved: N/A

Situation: Passenger Airbag Warning msg on.

Action Taken: Writer assisted customer to shut off msg.

5/17/2009 13:44:23 Diane Mangam 6259

No Escalation Required

Summary Note Information

Mercedes Benz of U.S.A

Note ID 909176 **Cus Ident** 46912590 **Legal** N **Note Type** Summary Note
Customer Mr. [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: Mr. [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 [REDACTED]

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 Ms [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: Mrs. [REDACTED] called CAC (please see referral # 183017) alleging she is ready to "invoke the lemon law" and requests that MBUSA "take back the vehicle".

Ms. [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 Ms. [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 Ms. [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 AL 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 Mr [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: Mr. [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 Mr [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 783714 **Cus Ident** 24829734 **Legal** **Note Type** Summary Note
Customer Mr [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 Mr [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 Mr [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 Mr [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 Mr [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 Mr. [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 Mr. [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 942177 **Cus Ident** 26593823 **Legal** **Note Type** Summary Note
Customer Mr [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 2922379 **Cus Ident** 26425328 **Legal** **Note Type** Summary Note
Customer Ms. [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 Mrs. [REDACTED] [REDACTED] [REDACTED]
Address [REDACTED]

Lafayette LA [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dlr
Sell Dlr

Last Sell Dlr 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 Mr [REDACTED] [REDACTED]
Address [REDACTED]

Rockville MD [REDACTED]

Phone [REDACTED]7 **Phone Location** Business

Assign Dlr 34108 EURO MOTORCARS 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? [REDACTED] 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 Mr [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 Mrs. [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 Ms. [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 Mr [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 Mr [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

Mr. [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 Ms. [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

Ms [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 Mr [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 Mr [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

Mr. [REDACTED] 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 [REDACTED]
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 [REDACTED]
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 Mrs. [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

Ms. [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 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 Mrs. [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** CLS500 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

Ms. [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 Mr [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

Mr. [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 Mr [REDACTED]
Address [REDACTED]

Holmen WI [REDACTED] 9

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

Mr. [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

Mr. [REDACTED] 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 Ms. [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

Ms. [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 Ms [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

Ms [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 Mr. [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

Mrs. [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 Ms. [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

Ms. [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 1120738 **Cus Ident** 26188717 **Legal** **Note Type** Summary Note
Customer Ms **Address**

Little Neck NY
Phone **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 **World Vin:** WDBUF65J75A
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

Ms [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 Ms [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

Ms. [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 Ms. [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 Mr. [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 Mr. [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 Mrs. [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
 Miami FL [REDACTED]
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. Mr. [REDACTED] called CAC and spoke to this writer Spanish Only Speaker, utilized ATT Language Line interpreter 4679. Mr. [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. Mr. [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. Information in this report was shared with Shift Leader H. Quelal. Mr. [REDACTED] was offered the assistance of a tow and declined to have his car towed - electing 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.

