

PE10-017

HOGAN LOVELL  
FOR MERCEDES

7-19-2010

Attachment 04A -  
Customer Complaint  
Documents

PART 2 OF 8

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2768084    **Cus Ident** 31146036    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Acton**    **MA** [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 36132    MERCEDES-BENZ OF WESTWC WESTWOOD    MA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J06X [REDACTED]  
**Mileage** 14932    **Prod Date** 12/15/2005    **Warr Date** 3/7/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/26/2008 20:03:15	James Thompson	6340

## Summary Notes

8/26/2008    20:03:03    James Thompson    6340

Primary Phone:  
 Current Mileage: 14932  
 Dealer(s) involved: N/A

Situation:    SRS light - declined tow offer

Action Taken:    No action - customer will drive to dealer in the morning.

8/26/2008    20:03:05    James Thompson    6340

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3382592    **Cus Ident** 236561    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Lincoln    CA [REDACTED]  
**Phone** ([REDACTED])    **Phone Location** Residence  
**Assign Dlr** 05133    MERCEDES-BENZ OF ROCKLIN    ROCKLIN    CA  
**Sell Dlr** 55103    ESTATE MOTORS, INC.    GOLDENS BRID NY  
**Last Sell Dlr** 55103    ESTATE MOTORS, INC.    GOLDENS BRID NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J56A [REDACTED]  
**Mileage** 54000    **Prod Date** 3/2/2006    **Warr Date** 10/31/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/29/2009 17:00:38	James Thompson	6340
Advocating for Customer	Vehicle - Advocated	09/29/2009 19:37:17	Jennifer Kapr	4616

## Summary Notes

9/29/2009 17:00:18 James Thompson 6340

Primary Phone: [REDACTED]  
 Current Mileage: 54000  
 Dealer(s) involved: N/A

Situation: Mr. [REDACTED] is requesting PWA on a repair of the 'airbag line to the steering column module' citing the repair has no moving parts and should not have happened. Customer has no concerns with the personnel or the dealer experience but believes his vehicle just left the warranty period - he is a loyal buyer with several (7) MI vehicles ownership and deserves consideration for this repair which is approximately \$560.00 dollars. Customer asked to be contacted at [REDACTED]

Action Taken: Writer advised the customer his concern will be reviewed by a CM for further assistance.

9/29/2009 17:01:11 James Thompson 6340

Call back Date: 09/29/2009 time: 5:30 PM PST

9/29/2009 18:25:31 Jennifer Kapr 4616

Writer contacted dlr 05133 and spoke with SvcM, Don, who stated that he would be willing to reimburse cust for repair.

9/29/2009 19:37:10 Jennifer Kapr 4616

Writer contacted Mr. [REDACTED] back on [REDACTED] Cust reiterated concern. Writer advised that the dlr should be reaching out to cust for reimbursement for the repairs. Cust stated that he was very happy with the outcome and thanked all parties for their assistance.

## Summary Notes

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9/29/2009 19:37:23 Jennifer Kapr 4616

Customer Contacted

Summary note rvwed By: Jennifer Kapr on: 09/29/2009 : 19:37:25

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 845482 **Cus Ident** 29625420 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Los Angeles CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA  
**Sell Dlr** 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 1669 **Prod Date** 9/28/2004 **Warr Date** 11/8/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	02/22/2005 20:43:18	Cathleen Dunne	6258
	Repeat Visit for Same Issue	02/22/2005 20:43:18	Cathleen Dunne	6258

### Summary Notes

2/22/2005 20:42:46 Cathleen Dunne 6258

Customer claimed he has had his vehicle in for repairs for the following reasons: 2 times for seat adjustments - 1 time for door controls and 2 times for SRS messages. Customer claims he was at the dealership today 2/22 scheduled to pick up his vehicle and was not ready for pick up. Customer claims he requested a loaner vehicle and #05146 said they did not have a loaner for him.. Customer claims he asked to speak to the SM and the service man told him "he was in a meeting and then would be going home." Customer claims he signed an agreement stating he would always have a loaner vehicle when his vehicle is in for repair.

Writer advised customer that he would need to speak to the SM at the dealership. Writer advised customer that his concerns would be documented and forwarded to the management at the dealership. Writer also advised customer that the dealerships are independently owned and operated and that although we would continue to uphold our commitment with the warranty, we cannot demand that they supply him with a loaner vehicle. Writer again advised customer to speak to the SM.

Customer asked to speak to a manager. Writer advised him he was at the highest level. Customer demanded a supervisor or a manager so that he could voice his complaint against the dealership. Writer explained that I would forward his comments and concerns to the management at the dealership. Writer also gave him TL J.G. name and told him I would advise her of the situation. However, told him that she would reiterate what I had already told him " we cannot force the deal ship to supply a loaner vehicle."

Customer claims if he does not get in contact with the SM he would call back and then hung up...

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1310737    **Cus Ident** 29388583    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Portland                      OR [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 66105                      MERCEDES-BENZ OF WILSONV WILSONVILLE    OR  
**Last Sell Dlr** 66105                      MERCEDES-BENZ OF WILSONV WILSONVILLE    OR

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

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED]                      **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage**                      1    **Prod Date** 7/2/2005    **Warr Date** 9/16/2005    **Model** E350W 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/23/2006 16:14:05	Cathleen Dunne	6258

### Summary Notes

7/23/2006    16:13:37    Cathleen Dunne    6258  
Customer called on teleaid [REDACTED] - with an SRS light. Customer was offered a tow - customer declined stating he would take the risk.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1376990    **Cus Ident** 38035353    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Phoenix    AZ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 03703    PHOENIX MOTOR COMPANY    PHOENIX    AZ  
**Last Sell Dlr** 03703    PHOENIX MOTOR COMPANY    PHOENIX    AZ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26JX5A [REDACTED]  
**Mileage** 14441    **Prod Date** 3/16/2005    **Warr Date** 6/10/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Equipment questions	09/06/2006 15:27:21	Cathleen Dunne	6258

## Summary Notes

9/6/2006    15:26:41    Cathleen Dunne    6258

Teleaid call was transferred thru ATX # 66872329. ATX asked that writer calls customer on cell phone # [REDACTED] regarding the customer questions on the airbag activation.

Atx confirmed that the airbags were not activated. Writer called and left message that this activation is a reading that comes up on the display when a passenger is sitting in the seat.

Writer left message for customer to call back with any other questions he may have regarding this.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1394573 **Cus Ident** 26077645 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Village Of Lakewood IL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL  
**Sell Dlr** 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL

**Last Sell Dlr**

**Note to Market Ind: Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]  
**Mileage** 31000 **Prod Date** 11/29/2004 **Warr Date** 12/24/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/19/2006 14:34:05	Cathleen Dunne	6258

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/19/2006 13:28:07	Cathleen Dunne	6258

### Summary Notes

9/19/2006 13:27:43 Cathleen Dunne 6258

customer called regarding an alleged issue he has been having with his SRS light going on. Writer opened up a referral 194955 and unfortunately forgot to advise of a tow at the time. Customer did not seem upset about driving the vehicle at the time and was seeking technical assistance at the time of call.

Writer left detailed message for customer to call me back (roadside) suggesting tow. Customer called back and declined a tow.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1917351    **Cus Ident** 35559772    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

La Place    LA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 32507    MERCEDES-BENZ OF NEW ORL METAIRIE    LA  
**Last Sell Dlr** 32507    MERCEDES-BENZ OF NEW ORL METAIRIE    LA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 27144    **Prod Date** 5/30/2005    **Warr Date** 6/25/2005    **Model** CLS500(2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/02/2007 17:39:41	Barbara Gaffney	6332

**Summary Notes**

9/2/2007    17:39:41    Barbara Gaffney    6332  
Roadside - Other [See Roadside Ticket ID: 3356960]  
9/2/2007    17:48:10    Barbara Gaffney    6332

cusotmer was in an accidentl. did not know her exacat location on interstate 10. was in the process of telling her that towing for this would not be covered since it was an accident but she said a tow truck had just arrive to help her and then she hung up she staed that the airbags did not go off and the reason it needed to be towed was because the wheel would not come off

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2018666    **Cus Ident** 23625973    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

**Canyon Country** CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05156    MERCEDES-BENZ OF VALENCI, SANTA CLARIT/ CA  
**Last Sell Dlr** 05156    MERCEDES-BENZ OF VALENCI, SANTA CLARIT/ CA  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 10000    **Prod Date** 3/29/2006    **Warr Date** 5/6/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/19/2007 12:01:33	Barbara Gaffney	6332
	Declined Tow - SRS Light On	11/19/2007 12:04:39	Barbara Gaffney	6332

### Summary Notes

11/19/2007 12:01:33 Barbara Gaffney 6332  
Roadside - Other [See Roadside Ticket ID: 3446091]  
11/19/2007 12:04:29 Barbara Gaffney 6332

customer states his srs malfunction visit workshop message is on. adv. we would recommend that the vehicle no be driven and that the vehicle be towed to the dealer. customer asked to be connected to dealership. then he sai that he was headed into a meeting and that he would call the dealer and us back later. no tow set up at this time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1289532    **Cus Ident** 329563    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Los Angeles    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05119    MERCEDES-BENZ OF LONG BE    SIGNAL HILL    CA  
**Last Sell Dlr** 05119    MERCEDES-BENZ OF LONG BE    SIGNAL HILL    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 656    **Prod Date** 2/23/2006    **Warr Date** 7/1/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/09/2006 17:08:35	Christine Campanella	4615

**Summary Notes**

7/9/2006    17:06:49    Christine Campanella: 4615

customer called via teleaid - incident # 16934411 - SRS light on. Writer advised customer that vehicle should not be driven and that we recommend a tow. Customer said she was 5 minutes from home and would arrange for a tow at a more convenient time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1296719    **Cus Ident** 26239996    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Ridgewood    NJ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51142    BENZEL - BUSCH MOTOR CAR | ENGLEWOOD    NJ  
**Last Sell Dlr** 51142    BENZEL - BUSCH MOTOR CAR | ENGLEWOOD    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J05X [REDACTED]  
**Mileage** 10026    **Prod Date** 9/1/2004    **Warr Date** 11/17/2004    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/13/2006 19:35:25	Christine Campanella	4615

**Summary Notes**

7/13/2006    19:35:17    Christine Campanella: 4615  
customer called via teleaid, incident # [REDACTED] SRS light on -Writer recommended vehicle should be towed.  
Customer refused tow.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1575160    **Cus Ident** 24755059    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

New York    NY [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51146    RAY CATENA MOTOR CAR COF EDISON    NJ

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED]                      **World Vin:** WDBUF76J95A [REDACTED]  
**Mileage** 14975    **Prod Date** 6/17/2004    **Warr Date** 8/10/2004    **Model** E55    2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/28/2007 14:46:41	Christine Campanella	4615

### Summary Notes

1/28/2007    14:46:17    Christine Campanella    4615

customer called via teleaid - 'Front Drivers Airbag Disengaged' message in display. Writer advised of tow.  
 Customer declined assistance and said he will make arrangements on his own.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1838262 **Cus Ident** 32538347 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Binghamton NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 55112 EMPIRE MOTOR CAR BINGHAMTON NY

**Last Sell Dlr**

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]  
**Mileage** 9998 **Prod Date** 4/5/2006 **Warr Date** 6/7/2006 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/17/2007 21:14:53	Christine Campanella	4615

### Summary Notes

7/17/2007 21:14:40 Christine Campanella 4615

SRS light on - Writer advised tow. Customer said he is 2 miles from home and will call in the morning to arrange tow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1944360 **Cus Ident** 26097784 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Kingston PA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 67227 MOTORWORLD WILKES-BARRE PA  
**Last Sell Dlr** 67227 MOTORWORLD WILKES-BARRE PA

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82JX5X [REDACTED]  
**Mileage** 36671 **Prod Date** 9/10/2004 **Warr Date** 10/25/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/23/2007 15:22:30	Christine Campanella	4615

**Summary Notes**

9/23/2007 15:22:12 Christine Campanella 4615  
 SRS light on , writer advised tow - customer declined service.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 2100666    **Cus Ident** 31071516    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Houston TX [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 75128    MERCEDES-BENZ OF SUGAR L    SUGAR LAND    TX  
**Last Sell Dlr** 75116    MERCEDES-BENZ OF HOUSTON    HOUSTON    TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X56A [REDACTED]  
**Mileage** 32016    **Prod Date** 1/13/2006    **Warr Date** 8/18/2006    **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/16/2008 18:16:37	Christine Campanella	4615

**Summary Notes**

1/16/2008    18:16:13    Christine Campanella: 4615  
 SRS light on - writer recommended tow - customer declined service.



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 3588493    **Cus Ident** 33885516    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Forest Park    GA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 17107    MERCEDES-BENZ OF BUCKHE/ ATLANTA    GA  
**Sell Dlr** 17107    MERCEDES-BENZ OF BUCKHE/ ATLANTA    GA  
**Last Sell Dlr** 17107    MERCEDES-BENZ OF BUCKHE/ ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 54056    **Prod Date** 5/11/2005    **Warr Date** 9/25/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	02/16/2010 10:09:54	Kathleen Weller	6387

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	02/14/2010 08:01:22	Christine Campanella	4615

### Summary Notes

2/14/2010    08:01:17    Christine Campanella 4615

What did the customer say?

Mr. [REDACTED] called & said vehicle was sputtering & not accelerating.

What was your response?

Writer offered tow & advised cust tow charges may apply. Cust said he has extended warranty & therefore should not be charged for tow. Writer advised dealer makes final determination regarding tow charges. Cust request to speak to supervisor - cust disconnected before SL came on the line.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/14/2010    08:02:43    Christine Campanella 4615

No Escalation Required

## Summary Notes

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2/16/2010 10:09:38 Kathleen Weller 6387

Mr. Bowen called and left message over the weekend. He claims that he contacted us over the weekend for a to and was told that this vehicle would only be towed if he paid \$150 up front. He claims that he has been experiencing the same issue for some time and the cause was allegedly determined by Buckhead. He claims that he was told that it is the harness but they have not fixed it. He alleges that it only does it occasionally but his ELW is going to run out soon. He stated that he arranged tow have the vehicle towed in himself. He stated, " I a very disappointed in MB. I purchased 3 MB vehicles and I have had issues with two of them." He mentioned that the vehicle is currently at MB of Buckhead. He would like MUBSA to get involved.

Writer explained that he would be called back at (678) 409 0010.

Writer apologized and advised that he would be contacted back by Feb. 17.

2/16/2010 10:09:58 Kathleen Weller 6387

Call back Date: 02/16/2010 time: 10:45 AM EST

2/17/2010 10:02:14 Jennifer Burton 7843

Writer spoke with Mr. [REDACTED]. Please see referral.

2/17/2010 10:12:08 Jennifer Burton 7843

Referral

Summary note rvwed By: Jennifer Burton on: 02/17/2010 : 10:12:13

3/2/2010 18:23:59 Augusto Filippone 6342

CSAT received. Contacted Mr. [REDACTED] and thanked him for taking time to fill out the survey. Customer stated his vehicle was finally repaired after 7 tries at the Buckhead dlr. He stated that he will never buy another MB vehicle again. I apologized to [REDACTED] for any inconvenience the vehicle being at the shop may have caused.

3/2/2010 18:24:06 Augusto Filippone 6342

For your information

3/2/2010 18:32:14 Richard Major 6348

Writer reviewed and sent NTMT to dealership as well as AOM for review.

3/2/2010 18:32:33 Richard Major 6348

NTMT

Summary note rvwed By: Richard Major on: 03/02/2010 : 18:32:30

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 824319 **Cus Ident** 24429346 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Monterey Park CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA  
**Last Sell Dlr** 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]  
**Mileage** 1 **Prod Date** 6/8/2004 **Warr Date** 7/11/2004 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	01/03/2005 11:53:10	Jared Streisfeld	6374

**Summary Notes**

1/3/2005 11:52:36 Jared Streisfeld 6374

Customer stated that her SRS light was lighten up on the dashboard. I advised customer not to drive the car and have Mercedes Benz Roadside tow it in. Customer stated that she would not do so at this time and would be contacting her servicing retailer at her earliest connivance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 844647 **Cus Ident** 33713088 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Memphis TN [REDACTED]  
**Phone** [REDACTED] **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN  
**Last Sell Dlr** 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]  
**Mileage** 1731 **Prod Date** 8/27/2004 **Warr Date** 9/29/2004 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	02/21/2005 08:46:33	Jared Streisfeld	6374
	Declined Tow	02/21/2005 08:46:33	Jared Streisfeld	6374

**Summary Notes**

2/21/2005 08:46:16 Jared Streisfeld 6374

Customer alleges that his srs light came on the dashboard. I advised customer not to drive the car and have mb roadside tow it in. Customer insisted to drive the car and will contact his dealership at his earliest convience.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 887049 **Cus Ident** 26378178 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

**Phone** Evergreen [REDACTED] **Phone Location** CO [REDACTED] **Residence**  
**Assign Dlr**

**Sell Dlr** 08105 GLAUSER WESTMINSTER CO  
**Last Sell Dlr** 08105 GLAUSER WESTMINSTER CO

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]  
**Mileage** 25000 **Prod Date** 11/3/2004 **Warr Date** 1/18/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	05/31/2005 12:32:52	Jared Streisfeld	6374

## Summary Notes

5/31/2005 12:32:40 Jared Streisfeld 6374

Customer stated that her SRS light was lighten up on dashboard. Writer advised customer not to drive the car and have MB roadside tow it in. Customer refused to do so since they were going to be traveling cross country. Customer stated they would contact an authorized mb dealer at there earliest connivance. Writer advisedf customer to call us back if any other assistance is needed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 892754 **Cus Ident** 26411614 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA  
**Last Sell Dlr** 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 3122 **Prod Date** 11/23/2004 **Warr Date** 1/23/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	06/15/2005 09:35:27	Jared Streisfeld	6374

**Summary Notes**

6/15/2005 09:35:20 Jared Streisfeld 6374

Customer stated his SRS light is lighten up on dash. Writer advised customer not to drive the car and have mb rap tow it in for him and customer declined to do so . Writer advised customer to see his servicing dealership at his earliest convniance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 907792 **Cus Ident** 31214835 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Mendham NJ [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]  
**Mileage** 17986 **Prod Date** 9/3/2004 **Warr Date** 9/30/2004 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	07/23/2005 13:09:34	Jared Streisfeld	6374
	Declined Tow	07/23/2005 13:09:34	Jared Streisfeld	6374

## Summary Notes

7/23/2005 13:07:38 Jared Streisfeld 6374

Customer called in and stated that his SRS light is lighten up on his dashboard. Writer informed the customer about the SRS warning indicator and what means. Writer advised customer not to drive the car and have MB RA tow the vehicle in for him. Customer declined to do so and he will be contacting his servicing retailer at his earlie convience.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 982321 **Cus Ident** 10899746 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Los Angeles CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05721 W. I. SIMONSON, INC. SANTA MONICA CA  
**Last Sell Dlr** 05154 W.I. SIMONSON SANTA MONICA CA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]  
**Mileage** 10698 **Prod Date** 11/10/2004 **Warr Date** 12/30/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/02/2005 11:13:42	Jared Streisfeld	6374

**Summary Notes**

12/2/2005 11:13:24 Jared Streisfeld 6374

Customer states that his SRS light is currently displayed on his dashboard. Writer recommended to have the vehicle towed in for safety concerns. Customer declined to have the vehicle towed in at this time and he will set up a service appointment with his dealership at his earliest convenience. Customer requested to have a dealer connect call. Writer transferred call to ATX.



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1107550    **Cus Ident** 23822249    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Coral Gables    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 45104    JAY WOLFE EUROPEAN MOTOI KANSAS CITY    MO

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]                                  **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage**                  6000    **Prod Date** 4/5/2005    **Warr Date** 6/30/2005    **Model** E350W    2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/05/2006 11:51:29	Jared Streisfeld	6374
	Declined Tow - SRS Light On	03/05/2006 11:57:14	Jared Streisfeld	6374

### Summary Notes

3/5/2006    11:51:30    Jared Streisfeld    6374  
 Roadside - Other [See Roadside Ticket ID: 2734874]  
 3/5/2006    11:57:00    Jared Streisfeld    6374

Customer states that his/her SRS light is on. Writer advised customer not to drive the vehicle because in the event the vehicle was involved in an accident there is a possibility the air bags may or may not deploy. Customer declined to have the vehicle towed and he would continue drive the vehicle. Customer asked writer to contact DLR 14302 to inform them of his concerns. Writer called DLR 1430 & left message with SM

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1243833    **Cus Ident** 28963075    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Arvada                      CO [REDACTED]  
**Phone** ([REDACTED])                      **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 08105                      GLAUSER                      WESTMINSTER CO  
**Last Sell Dlr** 21603                      LYLE PEARSON COMPANY, INC BOISE                      ID

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

**Vehicle Information**  
**DBAG Vin** 2110831X [REDACTED]                      **World Vin:** WDBUF83JX5X [REDACTED]  
**Mileage** 3000    **Prod Date** 2/4/2005    **Warr Date** 5/31/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	06/07/2006 11:56:46	Jared Streisfeld	6374

## Summary Notes

6/7/2006    11:56:46    Jared Streisfeld    6374  
Roadside - Other [See Roadside Ticket ID: 2841089]  
6/7/2006    12:00:15    Jared Streisfeld    6374

Customer states that his/her SRS light is on. Writer advised customer not to drive the vehicle because of safety concerns with the airbag system. Customer declined to have the vehicle towed and he/she would continue drive the vehicle. Writer advised customer to contact her Authorized MB dealer at her earliest convenience.

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1467196 **Cus Ident** 10710823 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Bronxville NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55143 MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY  
**Last Sell Dlr** 55143 MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]  
**Mileage** 30000 **Prod Date** 7/14/2005 **Warr Date** 8/17/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/11/2006 07:48:07	Jared Streisfeld	6374
	Declined Tow - SRS Light On	11/11/2006 07:51:39	Jared Streisfeld	6374
<b>Airbag / Restraint System:</b>	Airbag Inquiry	11/11/2006 07:51:30	Jared Streisfeld	6374

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Air Bags</b>	Airbag	11/11/2006 07:51:43	Jared Streisfeld	6374

**Summary Notes**

11/11/2006 07:48:07 Jared Streisfeld 6374

Roadside - Other [See Roadside Ticket ID: 3021681]

11/11/2006 07:51:05 Jared Streisfeld 6374

Customer states that his SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and he would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at his earliest convenience

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1472745    **Cus Ident** 34443548    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

San Marino CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05646    RUSNAK/ARCADIA    ARCADIA    CA  
**Last Sell Dlr** 05646    RUSNAK/ARCADIA    ARCADIA    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 15000    **Prod Date** 9/22/2005    **Warr Date** 11/6/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/15/2006 10:41:20	Jared Streisfeld	6374
	Declined Tow - SRS Light On	11/15/2006 10:43:55	Jared Streisfeld	6374
<b>Airbag / Restraint System:</b>	Airbag Inquiry	11/15/2006 10:44:05	Jared Streisfeld	6374

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Air Bags</b>	Airbag	11/15/2006 10:44:09	Jared Streisfeld	6374

## Summary Notes

11/15/2006 10:41:20 Jared Streisfeld 6374  
 Roadside - Other [See Roadside Ticket ID: 3026492]  
 11/15/2006 10:43:46 Jared Streisfeld 6374

Customer states that her SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and she would continue drive the vehicle. Writer advised customer to contact her Authorized MB dealer at her earliest convenience.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1496477    **Cus Ident** 32397868    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Atlanta    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Business  
**Assign Dlr**

**Sell Dlr** 01317    MC CONNELL AUTOMOTIVE CC MOBILE    AL  
**Last Sell Dlr** 01317    MC CONNELL AUTOMOTIVE CC MOBILE    AL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X46A [REDACTED]  
**Mileage** 1    **Prod Date** 3/24/2006    **Warr Date** 5/12/2006    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	12/02/2006 07:50:49	Jared Streisfeld	6374
	Declined Tow - SRS Light On	12/02/2006 07:54:41	Jared Streisfeld	6374

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/02/2006 07:54:45	Jared Streisfeld	6374

## Summary Notes

12/2/2006    07:50:49    Jared Streisfeld    6374  
 Roadside - Other [See Roadside Ticket ID: 3045991]  
 12/2/2006    07:54:22    Jared Streisfeld    6374

Customer states that her SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and she would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at her earliest convenience.

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1615597 **Cus Ident** 13021681 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Annandale VA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 34108 EURO MOTORCARS GERMANT GERMANTOWN MD

**Last Sell Dlr** 34108 EURO MOTORCARS GERMANT GERMANTOWN MD

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J86X [REDACTED]  
**Mileage** 38000 **Prod Date** 1/31/2006 **Warr Date** 2/28/2006 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	02/20/2007 07:24:16	Jared Streisfeld	6374
	Declined Tow - SRS Light On	02/20/2007 07:26:27	Jared Streisfeld	6374

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/20/2007 07:26:30	Jared Streisfeld	6374

**Summary Notes**

2/20/2007 07:24:16 Jared Streisfeld 6374  
 Roadside - Other [See Roadside Ticket ID: 3140446]  
 2/20/2007 07:26:20 Jared Streisfeld 6374

Customer states that his SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and he would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at his earliest convenience.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1949256    **Cus Ident** 27053574    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 59215    MERCEDES-BENZ OF WINSTON    WINSTON-SALE NC  
**Last Sell Dlr** 59215    MERCEDES-BENZ OF WINSTON    WINSTON-SALE NC

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED]    **World Vin:** WDBUH83J86X [REDACTED]  
**Mileage** 26500    **Prod Date** 12/2/2005    **Warr Date** 7/14/2006    **Model** E500S4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/27/2007 06:51:44	Jared Streisfeld	6374
	Declined Tow - SRS Light On	09/27/2007 07:00:51	Jared Streisfeld	6374
<b>Airbag / Restraint System:</b>	Airbag Inquiry	09/27/2007 07:01:07	Jared Streisfeld	6374

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Air Bags</b>	Airbag	09/27/2007 07:01:09	Jared Streisfeld	6374

## Summary Notes

9/27/2007    06:51:44    Jared Streisfeld    6374

Roadside - Other [See Roadside Ticket ID: 3384998]

9/27/2007    07:00:36    Jared Streisfeld    6374

Customer states that his SRS light is on. Writer advised customer not to drive the vehicle because of the safety concerns with airbag system. Customer declined to have the vehicle towed and he would continue drive the vehicle. Writer advised customer to contact his Authorized MB dealer at his earliest convenience.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 896080 **Cus Ident** 14894737 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Greenwood Village CO [REDACTED]

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

**Sell Dlr** 08512 MURRAY MOTOR IMPORTS CO DENVER CO

**Last Sell Dlr** 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO

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

### Vehicle Information

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]  
**Mileage** 576 **Prod Date** 3/8/2005 **Warr Date** 4/30/2005 **Model** E500W4 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Equipment questions	06/23/2005 19:53:44	Paula Brown	4680
Roadside	Mechanical Problem	06/23/2005 19:54:21	Paula Brown	4680

### Summary Notes

6/23/2005 19:51:24 Paula Brown 4680

customer called on teleaid stating srs malfunction visit workshop . Advised we recommend a tow. Customer declined she was on her way to dinner meeting and needs car. Suggested to drive with extreme caution to deal as soon as possible. Customer not happy.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 936348 **Cus Ident** 28508566 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED] **World Vin:** WDBUH83J25X [REDACTED]  
**Mileage** 6388 **Prod Date** 11/5/2004 **Warr Date** 6/7/2005 **Model** E500S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/05/2005 15:02:38	Paula Brown	4680

### Summary Notes

10/5/2005 15:02:20 Paula Brown 4680

customer called on teleaid stating srs go directly to workshop malfunction display. advised we recommend vehicle be towed. customer declined stating she would call her husband to see what to do.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 942634 **Cus Ident** 26466147 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

**Phone** Valrico [REDACTED] **Phone Location** FL [REDACTED] **Residence**  
**Assign Dlr**

**Sell Dlr** 14316 MERCEDES-BENZ OF TAMPA TAMPA FL  
**Last Sell Dlr** 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

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

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage** 12336 **Prod Date** 12/22/2004 **Warr Date** 2/18/2005 **Model** E350W 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/22/2005 16:51:55	Paula Brown	4680

### Summary Notes

10/22/2005 16:51:43 Paula Brown 4680

customer called stating srs light on - advised we recommend tow - customer stated she is 15 min from home will drive home & call for tow - customer also stated she has triple a will call them for tow

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1206741    **Cus Ident** 31699853    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Paramus                      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** 2110871X [REDACTED]                      **World Vin:** WDBUF87J76X [REDACTED]  
**Mileage** 500    **Prod Date** 3/14/2006    **Warr Date** 4/24/2006    **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/12/2006 15:22:26	Paula Brown	4680

### Summary Notes

5/12/2006    15:22:16    Paula Brown    4680  
 cust. states srs light on - advised tow recommended - cust. declined stating he will call back after speaking w/  
 dealer

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1724469 **Cus Ident** 30325867 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Phoenix AZ [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ  
**Last Sell Dlr** 03710 SCHUMACHER EUROPEAN, LTI PHOENIX AZ

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 15378 **Prod Date** 10/27/2005 **Warr Date** 12/12/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/19/2007 14:51:38	Paula Brown	4680

## Summary Notes

4/19/2007 14:51:22 Paula Brown 4680  
 srs light on - cust. declined tow stating he is almost at dealership

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1758323    **Cus Ident** 27055959    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Bradenton    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 14125    MERCEDES-BENZ OF SARASOTA    SARASOTA    FL  
**Last Sell Dlr** 14125    MERCEDES-BENZ OF SARASOTA    SARASOTA    FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J06A [REDACTED]  
**Mileage** 32500    **Prod Date** 2/16/2005    **Warr Date** 4/19/2005    **Model** E350W    2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/15/2007 14:24:55	Paula Brown	4680

## Summary Notes

5/15/2007    14:24:44    Paula Brown    4680  
 cust. called on teleaid requesting dealer connect - cust. states her srs light on - writer advised tow - cust. declined stating she has had this issue before & her svc. person stated it is a computer issue

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1797351    **Cus Ident** 2507520    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Gainesville    VA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 34203    EURO MOTORCARS, INC.    BETHESDA    MD  
**Last Sell Dlr** 34203    EURO MOTORCARS, INC.    BETHESDA    MD

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J75A [REDACTED]  
**Mileage** 25088    **Prod Date** 4/7/2005    **Warr Date** 4/28/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/15/2007 14:34:01	Paula Brown	4680

**Summary Notes**

6/15/2007    14:33:51    Paula Brown    4680  
srs light on - writer advised tow - cust. declined stating she has already been driving 30-40 miles with the light on

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1840988    **Cus Ident** 33248158    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

MARIETTA    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 17107    MERCEDES-BENZ OF BUCKHEAD/ ATLANTA    GA  
**Last Sell Dlr** 17107    MERCEDES-BENZ OF BUCKHEAD/ ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J86A [REDACTED]  
**Mileage** 5988    **Prod Date** 3/29/2006    **Warr Date** 6/29/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/19/2007 17:37:30	Paula Brown	4680

**Summary Notes**

7/19/2007    17:37:21    Paula Brown    4680  
srs light on - declined tow - will call back when she gets home

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1952667   **Cus Ident** 17622054   **Legal**   **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Coral Gables   FL [REDACTED]  
**Phone** [REDACTED]   **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 14125   MERCEDES-BENZ OF SARASOTA   SARASOTA   FL  
**Last Sell Dlr** 59215   MERCEDES-BENZ OF WINSTON   WINSTON-SALE NC

**Note to Market Ind:**   **Amount**

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED]   **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 1931   **Prod Date** 4/4/2006   **Warr Date** 6/6/2006   **Model** E350W 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/29/2007 16:46:18	Paula Brown	4680

### Summary Notes

9/29/2007   16:46:06   Paula Brown   4680  
srs visit workshop - writer advised tow recommended - cust. was at home - will call back if necessary



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 2029865 **Cus Ident** 33140276 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Charlotte NC [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business  
**Assign Dlr**

**Sell Dlr** 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC

**Last Sell Dlr**

**Note to Market Ind:** Amount

Vehicle Information	
<b>DBAG Vin</b> 2110261A [REDACTED]	<b>World Vin:</b> WDBUF26J06A [REDACTED]
<b>Mileage</b> 25154	<b>Prod Date</b> 5/15/2006 <b>Warr Date</b> 6/23/2006 <b>Model</b> E320CD 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/28/2007 11:30:55	Paula Brown	4680

### Summary Notes

11/28/2007 11:30:46 Paula Brown 4680

malfunction indicator - srs light - writer advised tow recommended - cust. declined stating she was near the dealer

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2053965 **Cus Ident** 30130234 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [Redacted] [Redacted]  
**Address** [Redacted]

Monterey CA [Redacted]  
**Phone** [Redacted] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05606 MERCEDES-BENZ OF MONTER MONTEREY CA  
**Last Sell Dlr** 05606 MERCEDES-BENZ OF MONTER MONTEREY CA

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

**Vehicle Information**

**DBAG Vin** 2110561A [Redacted] **World Vin:** WDBUF56J46A [Redacted]  
**Mileage** 10522 **Prod Date** 11/7/2005 **Warr Date** 12/23/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/15/2007 16:49:39	Paula Brown	4680

**Summary Notes**

12/15/2007 16:49:28 Paula Brown 4680  
 srs light on - writer advised tow - customer declined " will go to her destination, go home, & bring car in on Monday"

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2108976 **Cus Ident** 26542907 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Boston 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** 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 11573 **Prod Date** 1/25/2005 **Warr Date** 3/29/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/22/2008 08:47:33	Paula Brown	4680

**Summary Notes**

1/22/2008 08:47:23 Paula Brown 4680  
 srs light on - customer declined tow

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2826934 **Cus Ident** 42424929 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
 Ofallon MC [REDACTED]  
**Assign Dlr**

**Sell Dlr** 39121 MERCEDES-BENZ OF ROCHESTER ROCHESTER MI

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J15A [REDACTED]  
**Mileage** 26452 **Prod Date** 6/21/2004 **Warr Date** 4/22/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Accident/ Damage-No Referral or Action	10/10/2008 13:02:44	Paula Brown	4680

**Summary Notes**

10/10/2008 13:02:20 Paula Brown 4680  
 Primary Phone: [REDACTED]  
 Current Mileage: 26452  
 Dealer(s) involved: N/A

Situation: Dora from Geico Ins. Co (800-841-9160 x 5819) called to confirm date of an accident Mr. Tichenor allegedly had around 9/30/08. Dora states customer did not wait around for police, however, Mr. Tichenor allege someone called into vehicle to see if assistance was needed. Dora stated airbags deployed.

**Action Taken:**

Sadie advised writer Teleaid system had been turned off in July , however, she will speak with Dora from Geico. Writer transferred call.

10/10/2008 13:02:29 Paula Brown 4680

For your information

10/10/2008 14:06:31 Justin Haase 6302

Writer received FYI from above tier two rep.

Writer confirmed upon review vehicle has no signal history relating to accident.

10/10/2008 14:06:38 Justin Haase 6302

No Further Action Summary note rvwed By: Justin Haase on: 10/10/2008 : 14:06:39

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2848939    **Cus Ident** 25614152    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Jekyll Island    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 62106    MERCEDES-BENZ OF BEDFORD    BEDFORD    OH  
**Last Sell Dlr** 62106    MERCEDES-BENZ OF BEDFORD    BEDFORD    OH

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED]    **World Vin:** WDBUH83J95X [REDACTED]  
**Mileage** 55000    **Prod Date** 7/14/2004    **Warr Date** 10/8/2004    **Model** E500S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/27/2008 07:32:10	Paula Brown	4680

**Summary Notes**

10/27/2008    07:31:56    Paula Brown    4680  
customer called via teleaid for dealer connect - stated his srs light is on -writer advised tow recommended as a precaution - customer declined  
10/27/2008    07:31:59    Paula Brown    4680  
No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2861344    **Cus Ident** 5315186    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Berkeley Lake    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 17302    R B M OF ATLANTA, INC.    ATLANTA    GA  
**Last Sell Dlr** 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J35A [REDACTED]  
**Mileage** 40891    **Prod Date** 7/28/2004    **Warr Date** 11/16/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	11/05/2008 08:23:12	Paula Brown	4680

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/05/2008 08:23:12	Paula Brown	4680

## Summary Notes

11/5/2008    08:22:51    Paula Brown    4680

Primary Phone: [REDACTED]  
 Current Mileage: 40891  
 Dealer(s) involved: N/A

Situation: Ms [REDACTED] states message indicator showing passenger airbag deactivated. Customer states only her pocketbook on seat.

Action Taken: Writer advised if light does not go out bring vehicle in for service as precaution.

11/5/2008    08:22:52    Paula Brown    4680

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2987306 **Cus Ident** 9288333 **Legal** **Note Type** Summary Note  
**Customer** Mr [redacted] [redacted]  
**Address** [redacted]

Brooklyn NY [redacted]  
**Phone** [redacted] **Phone Location** Residence  
**Assign Dlr** 51146 RAY CATENA MOTOR CAR COF EDISON NJ  
**Sell Dlr** 59218 LEITH, INC. RALEIGH NC

Last Sell Dlr

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

Vehicle Information	
<b>DBAG Vin</b> 2110261A [redacted]	<b>World Vin:</b> WDBUF26J16A [redacted]
<b>Mileage</b> 66000 <b>Prod Date</b> 4/20/2006 <b>Warr Date</b> 7/15/2006 <b>Model</b> E320CD 2006	

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/28/2009 13:11:37	Paula Brown	4680

## Summary Notes

1/28/2009 13:11:08 Paula Brown 4680

Primary Phone: [redacted]  
 Current Mileage: 66000  
 Dealer(s) involved: 51146

Situation: Mr. Gorelik called regarding SRS issue with his vehicle. Customer states the vehicle is currently at dealer with a "harness" issue and the repair is \$800.00. Customer states he was advised of many issues with thi and is inquiring warranty and/or recall.

Action Taken: Writer updated vehicle ownership as provided. Writer advised according to information no recalls for his vehicle. Writer also advised warranty is over by mileage. Writer referred customer to SvcM for further assistance with his vehicle concerns.

1/28/2009 13:11:13 Paula Brown 4680

For your information

1/28/2009 16:13:46 Norman Swartz 6341

NTMT Summary note rwwed By: Norman Swartz on: 01/28/2009 : 16:13:37

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3375946    **Cus Ident** 2295295    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

Atlanta    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 17315    ATLANTA CLASSIC CARS, INC.    DULUTH    GA  
**Last Sell Dlr** 17330    MERCEDES-BENZ OF SOUTH A    ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 74124    **Prod Date** 11/30/2004    **Warr Date** 1/25/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/25/2009 08:12:26	Paula Brown	4680
Warranty	Extended Limited Warranty Inquiry	09/25/2009 08:12:34	Paula Brown	4680

**Summary Notes**

9/25/2009    08:12:15    Paula Brown    4680  
 Primary Phone: [REDACTED]  
 Current Mileage: 74124  
 Dealer(s) involved: N/A

**Situation:** Ms [REDACTED] called regarding SRS light that is on in instrument cluster. She is inquiring ELW coverage for this issue.

**Action Taken:** Writer advised customer Service Dept. of authorized MB dealer in best position to determine warranty coverage for SRS. Writer also advised customer as a safety precaution recommend towing vehicle to dealer. Customer declined tow stating she has AAA.

9/25/2009    08:12:37    Paula Brown    4680  
 No Escalation Required



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3426457    **Cus Ident** 29181560    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Bourbonnais    IL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 22424    NAPLETON S AUTOWERKS    BOURBONNAIS IL  
**Sell Dlr** 22116    MERCEDES-BENZ OF WESTMO    WESTMONT    IL  
**Last Sell Dlr** 22116    MERCEDES-BENZ OF WESTMO    WESTMONT    IL

**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J25A [REDACTED]  
**Mileage** 94000    **Prod Date** 4/15/2005    **Warr Date** 8/20/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	10/28/2009 15:17:24	Timothy Ucker	7810
Warranty	Post Warranty Consideration Request	10/28/2009 14:28:03	Paula Brown	4680

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/28/2009 15:17:17	Timothy Ucker	7810

## Summary Notes

10/28/2009    14:27:53    Paula Brown    4680

What did the customer Say? Mrs. [REDACTED] called regarding issue with vehicle. She states vehicle is currently dealer due to SRS light. Customer alleges this is the 3rd time vehicle has been to dealer for same issue. Customer states she has never had an accident and does not feel she should have to pay for repair, especially since it is a recurring issue that she did not cause. Customer states she has spoken to SvcM Craig and alleges he offered possible assistance with half cost. Customer is now requesting assistance from MBUSA. Customer state they are replacing the airbag harness at a cost of approx. \$600.00. She is hoping to pick vehicle up this evening

What was your response? Writer advised customer her concern will be documented and shared with appropriate area. Customer stated the SvcM is in the best position to review request for PWA and MBUSA upholds SvcM decision.

What commitment(s) did you make to the customer (including timeframe)? Writer assured customer she will receive call back this afternoon.

Customer's preferred callback date/time (by time zone): [REDACTED] 3PM Central time.

Customer's preferred callback number:

## Summary Notes

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10/28/2009 14:28:16 Paula Brown 4680

Call back Date: 10/28/2009 time: 3:00 PM CST

10/28/2009 15:18:01 Timothy Ucker 7810

Writer called [REDACTED] and spoke to Mrs. [REDACTED] who reiterated above. Writer advised writer will inquire although if the SrVM has related an offer that is considered to be from MBUSA as well. Writer advised an inquiry will be made and customer will be contacted as soon as additional information is available in this regard.

10/28/2009 15:18:11 Timothy Ucker 7810

Self reminder Date: 10/29/2009 time: 4:00 PM EST

10/28/2009 15:19:24 Timothy Ucker 7810

Self reminder Date: 10/29/2009 time: 12:00 PM EST

10/28/2009 15:26:40 Timothy Ucker 7810

Writer called SrVM Craig Taheny who advised offer is final and is "more than generous at 94,000 miles".

10/29/2009 11:24:50 Timothy Ucker 7810

Writer called [REDACTED] and left VM for customer inviting call back.

Writer then called [REDACTED] and left VM inviting call back

10/29/2009 11:30:38 Timothy Ucker 7810

Additional call required Date: 10/30/2009 time: 11:00 AM EST

11/3/2009 10:28:16 Timothy Ucker 7810

Writer called [REDACTED] and left voicemails inviting call back.

11/3/2009 10:28:25 Timothy Ucker 7810

No Further Action

Summary note rwwd By: Timothy Ucker on: 11/03/2009 : 10:28:17

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 3489123    **Cus Ident** 382431    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Silver Spring    MD [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile

**Assign Dlr** 80101    MERCEDES-BENZ OF ALEXANDRIA    ALEXANDRIA    VA  
**Sell Dlr** 80101    MERCEDES-BENZ OF ALEXANDRIA    ALEXANDRIA    VA  
**Last Sell Dlr** 80101    MERCEDES-BENZ OF ALEXANDRIA    ALEXANDRIA    VA

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70JX5A [REDACTED]  
**Mileage** 20368    **Prod Date** 11/23/2004    **Warr Date** 6/6/2005    **Model** E500W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	12/10/2009 11:08:20	Paula Brown	4680
	Vehicle Issue Cannot Be Duplicated	12/10/2009 11:08:20	Paula Brown	4680
	Dealer Unable to Diagnose Problem	12/10/2009 11:08:20	Paula Brown	4680

### Summary Notes

12/10/2009    11:07:36    Paula Brown    4680

What did the customer say? [REDACTED] called regarding issue with vehicle. He states whenever he or his wife drives vehicle (not every day) all of a sudden the instrument cluster will go out, clock will run backwards & SRS light comes on in red. After a few seconds customer states the instrument cluster comes back, clock goes to correct time & SRS light goes out. Customer states it has been doing this sporadically for about 6 months. On 12/1/09 [REDACTED] brought vehicle to dealer who kept vehicle for 1 day & advised customer issue resolved. Customer alleges as soon as he drove off he experienced the same concern again & brought vehicle back to SvcM Mr. Epps. Customer states the issue did not occur again when SvcM drove vehicle. Dr. Mathura maintain he has been waiting for 2 weeks to hear back from SvcM regarding this ongoing issue. Customer states he is aware there is an issue with instrument cluster on MB vehicles that have resulted in recall. Customer requesting assistance from MBUSA.

What was your response? Writer advised customer his concerns will be documented and shared with appropriate area. Writer did advise customer no recall pertaining to instrument cluster on his vehicle per VMI

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer to allow 24 hours to receive a call back.

Customer's preferred callback date/time (by Time Zone): 301-509-8863

Customer's preferred callback number:

12/10/2009    11:08:28    Paula Brown    4680

Call back Date: 12/10/2009 time: 11:45 AM EST

## Summary Notes

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12/11/2009 16:56:03 Mariano Carbajal 7855

Writer called [REDACTED] and reviewed above concern with him. Customer claims he is currently waiting for the SrvM to call him back with information on how to proceed with the repairs on this vehicle.

Writer advised SrvM is in the best position to review vehicle and contact MB technical assistance if necessary.

Writer offered to call SrvM and inquire about any updates and call customer back once information is available. Writer provided customer with writers contact information.

12/11/2009 17:02:40 Mariano Carbajal 7855

Writer called SrvM and advised of above contact with customer. SrvM advised to have customer bring vehicle in without appointment and he will get the shop foreman involved.

12/11/2009 17:04:17 Mariano Carbajal 7855

Writer called customer and advised of above. Customer will be taking vehicle to dealership possible on Wednesday.

12/11/2009 17:04:26 Mariano Carbajal 7855

Customer Contacted

Summary note rwwed By: Mariano Carbajal on: 12/11/2009 : 17:04:23

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 945367 **Cus Ident** 26560338 **Legal** **Note Type** Summary Note  
**Customer 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**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 11000 **Prod Date** 2/2/2005 **Warr Date** 3/26/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/31/2005 16:45:07	James Dowles	4628

## Summary Notes

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10/31/2005 16:45:00 James Dowles 4628

Customer's email (corres # 281205) dated 10/20/05:  
To whom it mat concern,

I purchased an E350 seven months ago from South Bay Mercedez Benz. This car has been into service at the House of Imports many times. The SRS light came on. The engine light came on. The air conditioner was broken. The brakes were vibrating. You should be able to check with your records to see exactly what I am talking about.

I have taken my E350 to service at the House of Imports six times. The last two times the service engineer checked my engine, brakes , auxiliary fan and air conditioner and he could not find any problems. It's kind of embarrassing but since I have had problems with this car from the very beginning, I don't think I am being paranoi

Maybe this is the way Mercedes Benz is designed. There are a few questions I would like to have answered:

1. Is it normal for the E350 to have its' brakes vibrate? The brake pedal vibrates intermittently and the brakes make a spinning noise.
2. When the air conditioner is set to auto and switch it to maximum low, the auxiliary fan spins at a very high speed and does not stop. It only happens when you put the air conditioner on auto mode.

You may contact me at the following number [REDACTED] during regular business hours.

Thanks,

[REDACTED].

Writer spoke with customer, customer claimed dealer is currently addressing his cocnerns. Customer satisfied with follow up.

See previous closed CA Referral # 184626

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1286823    **Cus Ident** 35487813    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

San Jose    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA  
**Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA  
**Last Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA

**Note to Market Ind:**    **Amount**

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2110561A [REDACTED]	<b>World Vin:</b> WDBUF56JX6A [REDACTED]
<b>Mileage</b> 2169	<b>Prod Date</b> 11/4/2005 <b>Warr Date</b> 12/29/2005 <b>Model</b> E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	07/07/2006 12:21:26	James Dowles	4628

### Summary Notes

7/7/2006    12:21:18    James Dowles    4628

Contacted CAC seeking back ordered part.

Customer stated "It has been one month, Capitol Collision is repairing it and getting the parts form Beshoff."

Part # 0005408605 - wiring harness for seat belt sensor

Back ordered part, NO ETA.

Forwarded to W.M. and R.L. for parts research.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1512904    **Cus Ident** 26183520    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Palisades Park    NJ [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 55109    RALLYE MOTORS LLC    ROSLYN    NY  
**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** 2110651A [REDACTED]    **World Vin:** WDBUF65J55A [REDACTED]  
**Mileage** 9700    **Prod Date** 8/13/2004    **Warr Date** 10/26/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	12/12/2006 18:00:10	James Dowles	4628

### Summary Notes

12/12/2006 17:59:52 James Dowles 4628

Customer contacted CAC - back ordered part - NO ETA.

Part is main wiring harness.

Part ordered by Tip Top body shop through Rallye Motors - back ordered main wiring harness.

12/13/2006 09:55:37 Robyn Letz 6209

sent to PAC

12/13/2006 13:51:39 Patricia Rosado 7837

Customer phoned for update on part.

Writer advised customer to keep in contact with the Parts Manager as he will be updated accordingly.

12/14/2006 12:39:00 Robyn Letz 6209

From PAC:

According to information from dealer, vehicle is at TipTop Auto Body (516-746-6663). The harness requested has to come from Germany. Body shop told dealer to not order it as they would try to repair. This is the last info dealer has on harness.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1517253 **Cus Ident** 30222945 **Legal** N **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Philadelphia PA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 67294 **KEENAN MOTORS** **DOYLESTOWN PA**  
**Sell Dir**

**Last Sell Dir**

**Note to Market Ind:** **Amount** 0.00

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J85A [REDACTED]  
**Mileage** 11599 **Prod Date** 6/17/2004 **Warr Date** 10/31/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/15/2006 16:14:30	James Dowles	4628

## Summary Notes

12/15/2006 16:14:23 James Dowles 4628

corres # 311474 - customer's email:

E-mail: c [REDACTED]

Comments: I have owned BMW's, Audi's, Chevy's, Ford's, Volvo's, Dodge's, Land Rover's and Cadillac's. My 2005 Mercedes e500 sedan and wagon are at the dealer for repairs more than any of the aforementioned cars, even the Land Rover! I am very disappointed with the quality of these cars. For example, SRS systems have failed, brakes squeal continuously, gas caps need to be replaced, emission systems fail state exams, brake hydraulic pumps are loud and vibrate. Did I by a Yugo? Did I really spend 100K on these two cars? BMW here I come, if these things are not fixed.

12/15/2006 16:14:42 James Dowles 4628

Message left for customer.

12/15/2006 16:17:00 James Dowles 4628

Writer spoke with Mrs. Woolley - she advised this is regarding her husbands car - writer should speak with Mr. [REDACTED]

12/15/2006 16:34:04 James Dowles 4628

See CA Referral # 197215

12/20/2006 15:02:03 NETSTAR

Name : Thomas Haig (Service Director)  
 Phone : 215-348-0800

Additional Information Available  
 Dealer Requests CAC Contact

## Summary Notes

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12/20/2006

15:36:04

James Dowles

4628

Notes updated in CA Referral

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1611422    **Cus Ident** 33495994    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Owatonna    MN [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 42100    MAPLEWOOD IMPORTS    MAPLEWOOD    MN  
**Sell Dlr** 42100    MAPLEWOOD IMPORTS    MAPLEWOOD    MN  
**Last Sell Dlr** 42100    MAPLEWOOD IMPORTS    MAPLEWOOD    MN

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J06X [REDACTED]  
**Mileage** 1    **Prod Date** 3/2/2006    **Warr Date** 8/14/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	02/16/2007 15:45:18	James Dowles	4628
	Overall Dissatisfaction with Quality	02/16/2007 15:45:18	James Dowles	4628

## Summary Notes

2/16/2007    15:45:10    James Dowles    4628

Customer contacted CAC regarding "SRS light on."

Customer stated "What will you do for me?"

Writer advised customer MBUSA would continue to honor LNCW - writer advised customer no manufacturer can predict when a component may or may not need to be replaced that is why LNCW's are offered.

Writer assured customer his concerns would be documented.

Writer advised customer he may want to review any outstanding technical concerns with S/M - customer stated h may speak with S/M.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 916278 **Cus Ident** 12439795 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 88888 **GENERAL INQUIRY** MONTVALE NJ  
**Sell Dlr** 36132 **MERCEDES-BENZ OF WESTWC** WESTWOOD MA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]  
**Mileage** 1 **Prod Date** 11/17/2004 **Warr Date** 12/22/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/15/2005 08:42:13	Mustafa Ramani	6269

## Summary Notes

8/15/2005 08:42:04 Mustafa Ramani 6269

Customer called via TekeAid stating that the multi-function display said to visit workshop 'SRS'. TL advised that the restraint system has detected error and needs to be further diagnosed at the dlr. Mb will tow the vehicle, customer declined stating he is already in route to the dlr.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 842331 **Cus Ident** 13042837 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Leonia NJ [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 55106 MERCEDES-BENZ OF NANUET NANUET NY  
**Sell Dlr** 75126 Emp Leases - DCFS Trust MBUS.  
**Last Sell Dlr** 33102 PRIME MOTOR CARS SCARBOROUGH ME

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

### Vehicle Information

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J85X [REDACTED]  
**Mileage** 1325 **Prod Date** 9/24/2004 **Warr Date** 12/1/2004 **Model** E320W4 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	02/14/2005 16:36:57	Miriam Clark	4699

## Summary Notes

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2/14/2005 16:36:23 Miriam Clark 4699

This email sent to SpOM Joe Gallagher:  
Mike - please read below. This is for Nanuet.

Regards,

Joe Gallagher  
Mercedes-Benz, USA  
Service and Parts Operations Manager  
New York Region - Market 2  
1-800-225-6262 x 7529  
Cell: 201-572-6139  
Email: gallagherj@mbusa.com

----- Forwarded by Joseph Gallagher/171/DCAG/DCX on 02/14/2005 01:01 PM --

Employee sent the below email to Ellen Bie:

Miriam, please involve Robyn/Bill (parts issue) and speak with SPOM (open Referral?) ...

thanks,

Ellen P. Bie  
Mercedes-Benz USA, LLC  
Supervisor, Customer Relations  
Customer Assistance Center

Phone 201 476 6222  
Fax 201 476 6213  
biee@mbusa.com

[REDACTED]  
02/10/2005 04:21 PM

To: Ellen Bie/171/DCAG/DCX@WK-COOP  
cc:  
Subject: 2005-E320-4matic

Dear Ellen:

I leased my first Mercedes Benz on December 14, 2005 and picked it up in Nanuet with much excitement. I love , but on January 24, 2005 my steering wheel began to malfunction. The multi-function page button has not worked since then, but most of all to my concern I have not had a horn. I took my car to service that week in Nanuet to no avail. They are now waiting for another part from Germany, an air bag. Ed is my service advisor there, and has stated he is not sure if this will work since it did not work on another E320 that had the same issue. That car was replaced with a new car. I am awaiting word to bring my car in again , this part is a Hazmat part and I believe it will take 7-10 business days.

My major concern is that I have been driving since January 24th without a horn, I don't feel safe on the highway anywhere, and I don't know when this issue will be resolved.

My vin is WDBUF82J85X [REDACTED]. Any help you can give me in this matter will be greatly appreciated.

[REDACTED]

[REDACTED]

[REDACTED]

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2/25/2005 15:31:42 Miriam Clark 4699

Debbie called again advised the horn is not working again...and that she is afraid to drive vehicle...she stated that she called Ed the SM and left message....

I advised that I would follow up...

Spoke with ED, SM who advised they are not going to replace the airbag and that on Monday 2/28/05, she can bring the vehicle in to have the module replaced once again...

I called Debbie and advised the same...she will contact ED and make arrangements for Mon...

Also told Debbie that I would share with RM, Mike Willard..

2/28/2005 09:45:06 Ellen P. Bie 6301

Vehicle is going back to Nanuet again this morning - horn doesn't work ...

I spoke with SPOM Mike Willard who has involved TAC in a resolution (Mike will monitor to insure vehicle is repaired)

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 856300 **Cus Ident** 25036924 **Legal** N **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Cape Elizabeth ME [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 33102 PRIME MOTOR CARS SCARBOROUGH ME  
**Sell Dlr** 33111 PERFORMANCE MOTORS FALMOUTH ME  
**Last Sell Dlr** 33111 PERFORMANCE MOTORS FALMOUTH ME

**Note to Market Ind:** **Amount** 0.00

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]  
**Mileage** 1 **Prod Date** 8/23/2004 **Warr Date** 9/29/2004 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	03/21/2005 13:04:04	Miriam Clark	4699

**Summary Notes**

3/21/2005 13:02:55 Miriam Clark 4699

Customer called the CAC to complain that dealer will not give him a specific date as to when the vehicle will be ready....He stated the SRS problem was what initially brought the vehicle to the dealer...  
 I apologized to the customer and advised that if the dealer knew exactly when the vehicle would be ready, he would tell him..and that it depends on various factors...such as part availability...  
 Customer then stated that dealer told him the part may be in tomorrow ...  
 I then advised sometimes parts do not arrive as scheduled and the dealer probably did to want to make commitments they could not keep..  
 Customer was also advised his concerns would be shared with the dealer , SM.

3/23/2005 05:45:01 NETSTAR

Name : Brian Taylor (Service Manager)  
 Phone : 207-781-3207

Reviewed with Customer  
 Yes (In Person) (Review Date : 03/22/2005 18:15:00)

Appointment  
 Made (Appointment Date : 03/21/2005 00:00:00)  
 Kept



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 928291 **Cus Ident** 12964145 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Boca Raton FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 36105 TRANS - ATLANTIC MOTORS, IN HYANNIS MA  
**Sell Dlr** 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA  
**Last Sell Dlr** 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J55A [REDACTED]  
**Mileage** 15000 **Prod Date** 7/6/2004 **Warr Date** 8/14/2004 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	09/14/2005 16:44:30	Miriam Clark	4699

## Summary Notes

9/14/2005 16:43:54 Miriam Clark 4699

Customer called the CAC to complain that he has an SRS light coming on in his vehicle and he cannot get an ap before next Thursday....  
 Customer then stated that he is not happy with the Service at this dealership...and they did not offer a loaner... I apologized to the customer and advised the dealers are independently owned and operated...and are responsible for their own daily business transactions...  
 customer was also advised his comments would be shore with dealer and dealer would be contacted..

9/15/2005 12:31:49 Carol Pantua 4635

Customer called back and claims that he was expecting a call from the dlr for a follow up regarding his dissatisfaction that they cannot schedule him in for service until next week.

Writer apologized to customer for his dissatisfaction and advised that dlr is privately owned and solely responsibl for their scheduling. Writer advised customer that he may call dlr and speak with SM directly who can review his concern and request. Writer advised that MB would uphold SM's decisions. Customer claims he will call SM. Writer advised that concern would be documented.

9/15/2005 12:44:06 John Hart 4669

Mr. [REDACTED] phoned the CAC wishing to express continued dissatisfaction and contacted Service Manager as suggested in above note and said "they can do anything about it and when they get to it they get to it".

Writer advised customer concerns will be documented.

NTMT to SPOM and Dealer

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 928870 **Cus Ident** 13833314 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Gainesville VA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD  
**Last Sell Dlr** 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]  
**Mileage** 10000 **Prod Date** 8/12/2004 **Warr Date** 11/12/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	09/16/2005 10:09:12	Miriam Clark	4699

**Summary Notes**

9/16/2005 10:08:26 Miriam Clark 4699

Customer called to inquire if he should take the vehicle to dealer since the SRS light is on...  
 I advised he should not drive vehicle..and suggested RAP..However, he requested the name of closest dealer an  
 it was provided..American Service Center in Arlington, VA..

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1025825 **Cus Ident** 20219849 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Irvine CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA  
**Sell Dlr** 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]  
**Mileage** 12766 **Prod Date** 11/3/2004 **Warr Date** 1/10/2005 **Model** E320W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	01/03/2006 16:57:18	Miriam Clark	4699

### Summary Notes

1/3/2006 16:56:56 Miriam Clark 4699  
 Corr# 285760

Customer wrote letter indicating that he had ongoing problem with the SRS light and is concerned that although it had it repaired on or about 12/27/05, that it was not repaired...Customer alleges thesis the 5th time he had it into the shop...  
 Called SM to confirm repair...

1/3/2006 17:01:15 Miriam Clark 4699

Spoke with the customer who advised that as to today the SRS has light has not come on.  
 I provided my name and direct ext. should he have the problem again. writer will open case at that time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1075612    **Cus Ident** 29522319    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

La Crescenta    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05758    CALSTAR MOTORS, INC.    GLENDALE    CA  
**Sell Dlr** 05758    CALSTAR MOTORS, INC.    GLENDALE    CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 4079    **Prod Date** 6/24/2005    **Warr Date** 10/14/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Non-Warranty Related Issue	02/09/2006 17:57:24	Miriam Clark	4699

## Summary Notes

2/9/2006    17:57:12    Miriam Clark    4699

Customer called the CAC to find out if he could get compensated for his vehicle not operating properly for the las 4 months..  
 He alleges that the transmission was replaced in the vehicle and that now he feels the difference in the performance..  
 He was adamant that he should be compensated ...  
 Writer apologized to the customer and advised that if he was driving the vehicle and MB honored the warranty, then there would be no compensation..  
 I advised that warranty does not cover compensation for the vehicle not working properly ..it covers the repairs...  
 Customer was advised to speak with the SM at selling dealer about his concerns...  
 Customer was asked if there was any outstanding concerns and he advised that the vehicle was repaired.  
 Writer also advised his comments would be documented and shared with the dealer.

2/10/2006    11:39:28    Miriam Clark    4699

Email from SM Glenn Matsudo to SPOM Brian

Hi Brian,

Again, I know you're on vacation until Monday so no reply is expected until then.

Looking at the vehicles history it has been in 3 times..1, SRS, 2 trans. complaints and the last being a B/O trans. from EDAC. Days down are 18 total. I suggest 1 lease payment for inconvenience.

Glenn Matsuda  
 05758

## Summary Notes

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2/15/2006 17:36:39 Miriam Clark 4699

Glenn,

That makes sense. Please go ahead with the offer.

Brian Blokdijk  
Service & Parts Operations Manager - Market 2  
MBUSA - Los Angeles Region  
Cell [REDACTED]

"Glenn Matsuda" <GlennM@calstarmercedes.com>  
02/10/2006 07:07 AM

To: <brian.blokdijk@mbusa.com>  
cc: <clarkm@mbusa.com>  
Subject: RE: Summary NTMT note - Rafi Seferian

Hi Brian,

Again, I know you're on vacation until Monday so no reply is expected until then.

Looking at the vehicles history it has been in 3 times..1, SRS, 2 trans. complaints and the last being a B/O trans. from EDAC. Days down are 18 total. I suggest 1 lease payment for inconvenience.

Glenn Matsuda  
05758

-----Original Message-----

From: brian.blokdijk@mbusa.com [mailto:brian.blokdijk@mbusa.com]  
Sent: Thursday, February 09, 2006 5:28 PM  
To: Glenn Matsuda  
Subject: Summary NTMT note - [REDACTED]

Brian Blokdijk  
Service & Parts Operations Manager - Market 2  
MBUSA - Los Angeles Region  
Cell [REDACTED]

----- Forwarded by Brian Blokdijk/171/DCAG/DCX on 02/09/2006 05:27 PM

"cacs0d9@mb\_rs1"

<cacs0d9 To:  
brian.blokdijk@mbusa.com

cc: clarkm@mbusa.com

02/09/2006 02:57 Subject: Summary NTMT  
note - [REDACTED]  
PM

## Summary Notes

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Note ID: 1075612 Cus Ident: 29522319 Legal: Note Type: Summary  
Note

Customer: [REDACTED]

Glendale CA [REDACTED]

[REDACTED] Location: R

Assign Dir: 05758 CALSTAR MOTORS, INC.

GLENDALE

CA

Sell Dir: 05758 CALSTAR MOTORS, INC.

GLENDALE

CA

Last Sell Dir: 05758 CALSTAR MOTORS, INC.

GLENDALE

CA

Note to Market Ind: Y

### Vehicle Information:

DBAG Vin: 2110561A [REDACTED] World Vin: WDBUF56J56A [REDACTED]

Mileage: 4079 Prod Date: 06/24/2003 Warr Date: 10/14/2005

Model: E350W

2006

### General Issues:

-----

Warranty

Non-Warranty Related Issue

### Summary Notes

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02/09/2006 17:57:12 Miriam Clark Phone: 4699

Customer called the CAC to find out if he could get compensated for his

vehicle not operating properly for the last 4 months..

He alleges that

the

transmission was replaced in the vehicle and that now he feels the  
difference

in the performance..

He was adamant that he should be compensated

...

Writer

apologized to the customer and advised that if he was driving the  
vehicle

and

MB honored the warranty, then there would be no compensation..

I advised

that

warranty does not cover compensation for the vehicle not working  
properly

..it covers the repairs...

Customer was advised to speak with the SM at

... . . . .

selling dealer about his concerns.  
Customer was asked if there was any

## Summary Notes

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outstanding concerns and he advised that the vehicle was repaired.

Writer

also advised his comments would be documented and shared with the dealer.

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## Summary Notes

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4/24/2006

16:03:30

James Blasié

4620

Customer called in and alleged that he has not yet received his check - see above notes -

Customer stated eh has contacted G. Matsuda and was advised dealer did send out a check; that they would send out a 2nd check - it has now been 1 month, no check.

Writer suggested customer contact service manager G. Matsuda about issue; writer also volunteered to contact him on customer's behalf.

Writer left voice message for service manager with customer's information and issue - contact # [REDACTED]



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 859504 **Cus Ident** 26028747 **Legal** **Note Type** Summary Note  
**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**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]  
**Mileage** 1860 **Prod Date** 10/12/2004 **Warr Date** 12/20/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	03/28/2005 10:16:39	Arnold Almaguer	4621
Vehicle Quality	Frequency of Repairs	03/28/2005 10:16:47	Arnold Almaguer	4621
	Overall Dissatisfaction with Quality	03/28/2005 10:16:47	Arnold Almaguer	4621
Service / Repairs	Repeat Repairs on Same Component	03/28/2005 10:16:32	Arnold Almaguer	4621
Technical Assistance Req	Vehicle Technical Assistance Request	03/28/2005 10:16:54	Arnold Almaguer	4621

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/28/2005 10:16:19	Arnold Almaguer	4621
Air Bags	Airbag	03/28/2005 10:16:21	Arnold Almaguer	4621

## Summary Notes

3/28/2005 10:16:14 Arnold Almaguer 4621

Mr. [REDACTED] left a voicemail on writer's ext. over the weekend.

Mr. [REDACTED] claims "two days after leaving the dealer, the SRS warning light reappeared again". The customer claims this would be the fifth time "dealing with this situation". The customer requested a call back from the write (10a est....writer will wait until the afternoon to call customer who is in CA).

3/28/2005 10:17:31 Arnold Almaguer 4621

According to closing notes on Referral 177878: Per SM - parts arrived and repairs were done. Customer picked-up vehicle on 3/23/05. No further action will be taken at this time. SPOM will close this matter.

## Summary Notes

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3/28/2005 15:06:18 Arnold Almaguer 4621

Writer returned call to Mr. [REDACTED]. The customer was very calm but did express his frustrations and being inconvenienced by bringing this vehicle allegedly 5 times for the same concern (SRS warning light). The customer acknowledged that a repair occurred, however he claims the warning light has reappeared. The customer asked what MBUSA can do to assist him again.

Writer stated that his concerns will be forwarded to the appropriate parties and that we remain committed in honoring the terms of the Limited New Car Warranty. Customer stated that he appreciates whatever efforts we take.

Writer will call SM to advise so that dealer can schedule an appointment.

3/28/2005 15:10:08 Arnold Almaguer 4621

Writer left voicemail with SM.

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 916116 **Cus Ident** 10825673 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Chicago IL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL  
**Sell Dir** 22117 MERCEDES-BENZ OF CHICAGC CHICAGO IL

**Last Sell Dir****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage** 1736 **Prod Date** 12/20/2004 **Warr Date** 5/2/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Issue Cannot Be Duplicated	08/12/2005 19:42:32	Arnold Almaguer	4621
Vehicle Quality	Frequency of Repairs	08/12/2005 19:42:25	Arnold Almaguer	4621

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/12/2005 19:42:35	Arnold Almaguer	4621

**Summary Notes**

8/12/2005 19:42:19 Arnold Almaguer 4621

Writer received corres. no. 275232 which is dated 8/5/2005 and received at the CAC on 8/8/05.

Ms. [REDACTED] expressed her dissatisfaction with the quality of this vehicle. Customer claims she emailed MBUSA No email received , according to customer's profile.

Customer claims since taken delivery of this vehicle the oil sensor had to be replaced. See Warranty claims history.

Ms. [REDACTED] also claims the SRS warning light allegedly came on but the dealer couldn't duplicate it.

Writer called Melvin Peoples and left a voicemail requesting a contact at 1-201-505-4621.

8/18/2005 14:57:33 Arnold Almaguer 4621

Writer left another voicemail with the Service Manager.

## Summary Notes

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8/19/2005 10:21:51 Arnold Almaguer 4621

Writer called dealer again, and spoke with Sam (CR Manager) because Melvin (Service Manager) was unavailable.

Since taken delivery of this vehicle the customer has had the following issues:

1. (Most recently) SRS passenger weight sensor behaved erratically. Dealer tested for error codes. No codes found. Dealer recalibrated weight sensor.
2. Customer complained about an alleged intermittent surge while accelerating. Dealer tested and couldn't duplicate the alleged symptom.
3. Customer complained about the oil light appearing. Dealer replaced engine oil sensor.
4. Customer complained about a "check engine" warning light appearing. Dealer checked for error codes. Dealer replaced valve body and performed transmission adaptation.

8/19/2005 10:23:18 Arnold Almaguer 4621

Writer called customer at [REDACTED] 0 and left a voicemail encouraging the customer to contact writer at [REDACTED]

8/25/2005 09:27:55 Arnold Almaguer 4621

Letter sent to customer on 8/23/05

8/25/2005 09:30:02 Arnold Almaguer 4621

see referral notes 181407.

Customer returned writer's call and complained about past repairs. Ms. [REDACTED] stated that no outstanding issue exists at this point in time. Nevertheless, she remains dissatisfied with the quality of the vehicle because of her past repairs.

Writer apologized for any inconvenience experienced and assured customer that MBUSA will continue to honor the terms of the Limited New Car Warranty.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1095061    **Cus Ident** 4486792    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Delray Beach    FL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Mobile

**Assign Dlr** 14349    MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

**Sell Dlr** 14349    MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

**Last Sell Dlr** 14349    MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED]    **World Vin:** WDBUF76J35A [REDACTED]  
**Mileage** 11000    **Prod Date** 3/17/2005    **Warr Date** 5/14/2005    **Model** E55    2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	02/24/2006 13:17:32	Arnold Almaguer	4621
Vehicle Quality	Overall Dissatisfaction with Quality	02/24/2006 13:17:32	Arnold Almaguer	4621
Airbag / Restraint System:	Airbag Inquiry	04/20/2007 23:33:13	Randall Bibber	4647
Service / Repairs	Repeat Repairs on Same Component	02/28/2006 10:17:42	Frank Parente	4675

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/20/2007 23:33:18	Randall Bibber	4647

## Summary Notes

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2/24/2006 13:17:17 Arnold Almaguer 4621

Ms. [REDACTED] called extremely irate about the conclusion of a recent visit at MB of Ft. Lauderdale. She stated "no repairs made because no issues were found".

Referral# 188699 was closed by G. Zitman (SPOM) on 2/22/06.

Note :Repair history does not confirm Customers claims.

Vehicle has been inspected by Dealer and ME Flash performed.

I upheld the above conclusion but the customer remains dissatisfied. She stated "I want to speak with your factor rep.: I advised that this is not available. However, her request is duly noted and shared.

She stated "what do I do now". I suggested that she continue to drive the vehicle and should a technical issue arises she can contact our office. Also, in the case of an emergency we have MB Roadside available 24 hrs a day 7 days a week.

Customer thanked me for listening. Call was recorded on Witness.

2/28/2006 10:17:21 Frank Parente 4675

Customer called again on same issue. Customer claims that vehicle has been stalling and that dealer has been unable to confirm why this is happening. Customer claims that she has lost confidence in the vehicle and is seeking MB assistance in determining the cause of this issue.

3/1/2006 10:34:46 Frank Parente 4675

Writer sent e mail to SPOM (GZ) outlining issue and requesting a course of action for customer.

4/20/2007 23:32:56 Randall Bibber 4647

Mrs. [REDACTED] called very upset and stated this was the 3rd time the SRS Light had come on in her vehicle. The writer recommended she should not drive the vehicle and allow Mercedes Benz to tow the car, The customer declined service and stated she will call back in the morning

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1180439 **Cus Ident** 29368968 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Rutherford TN [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN  
**Sell Dir** 74102 MERCEDES-BENZ OF NASHVILI FRANKLIN TN

**Last Sell Dir****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J26A [REDACTED]  
**Mileage** 18000 **Prod Date** 7/6/2005 **Warr Date** 9/17/2005 **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Parts</b>	Part(s) not Available	04/24/2006 17:55:34	Arnold Almaguer	4621
	Part(s) on Backorder	04/24/2006 17:55:34	Arnold Almaguer	4621
	Long Wait Time for Part(s)	04/24/2006 17:55:34	Arnold Almaguer	4621

**Summary Notes**

4/24/2006 17:55:19 Arnold Almaguer 4621

Mr. [REDACTED] claims his vehicle has been at a body shop, Finish Line Auto body , for more then 2 mths. Customer claims they are in need of one more part to repair the car. The part is for an airbag wiring harness. Customer stated that the parts have been ordered through MB of Memphis and he has allegedly spoken to the dealer who advised that the part is on order from Germany. Customer asked that MBUSA get this part to the body shop ASAP.

Writer advised that his comments are duly noted and shared with the appropriate parties.

Writer advised customer to keep in touch with the dealer's Parts Manager.

Writer forward info to CR parts contact person.

4/25/2006 16:04:29 William Maher 6250

B/O part request sent to PAC:

4/27/2006 12:14:41 Robyn Letz 6209

From PAC:

The dealer received part number 211 820 01 05 ( harness ) today. It is on Paragon number 1978099

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1196320 **Cus Ident** 29262774 **Legal** N **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Luthvle Timon MD [REDACTED]

**Phone** [REDACTED] **Phone Location** Business**Assign Dlr** 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD**Sell Dlr** 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD**Last Sell Dlr** 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD**Note to Market Ind:** **Amount** 0.00**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J95A [REDACTED]  
**Mileage** 2000 **Prod Date** 2/23/2005 **Warr Date** 9/2/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	05/05/2006 13:50:52	Arnold Almaguer	4621

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/05/2006 13:50:44	Arnold Almaguer	4621
Air Bags	Airbag	05/05/2006 13:50:47	Arnold Almaguer	4621

**Summary Notes**

5/5/2006 13:50:40 Arnold Almaguer 4621

3on 6/13/06 because the SRS warning light is on. Customer is aware of the potential risk with driving the vehicle as is. However, he asked if the dealer knows who to fix this.

Writer advised that our authorized dealers have full access to our technical resources and should they ask, MBUSA stands ready to provide it.

Writer encouraged the customer to keep the appointment and should he have concerns bring them to the attention of the Service Manager.

5/8/2006 07:49:18 NETSTAR

Name : Lori Pohlhaus (Service Advisor)  
 Phone : 410-363-7793 (x-534)

Reviewed with Customer  
 Yes (By Phone) (Review Date : 05/04/2006 00:00:00)

Appointment  
 Made (Appointment Date : 06/13/2006 00:00:00)



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1338666    **Cus Ident** 26305440    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Brooklyn    NY [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 55164    SOVEREIGN MOTOR CARS LTD    BROOKLYN    NY  
**Sell Dlr** 55164    SOVEREIGN MOTOR CARS LTD    BROOKLYN    NY  
**Last Sell Dlr** 55164    SOVEREIGN MOTOR CARS LTD    BROOKLYN    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED]    **World Vin:** WDBUF76J85A [REDACTED]  
**Mileage** 15700    **Prod Date** 11/16/2004    **Warr Date** 12/18/2004    **Model** E55    2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/10/2006 16:23:38	Arnold Almaguer	4621

## Summary Notes

8/10/2006    16:23:24    Arnold Almaguer    4621

Customer complained about Sovereign Motors. He advised he had visited them because the SRS light came on and he had it repaired.

Mr. [REDACTED] stated the SRS light came on again while he was in Ft. Lauderdale. He claims MB of Ft. Lauderdale told him that Sovereign did not repair the issue correctly , allegedly some parts were missing.

Writer advised that his comments are documented and shared appropriately. Writer advised that dealers are independently owned and operated responsible for their day to day operations.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 888820 **Cus Ident** 26458101 **Legal** **Note Type** Summary Note  
**Customer Mr** [REDACTED]  
**Address** [REDACTED]

Houston TX [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 75116 MERCEDES-BENZ OF HOUSTOI HOUSTON TX  
**Sell Dlr** 75534 EWING AUTOHAUS PLANO TX  
**Last Sell Dlr** 75534 EWING AUTOHAUS PLANO TX

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J25A [REDACTED]  
**Mileage** 3955 **Prod Date** 10/29/2004 **Warr Date** 2/12/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	06/03/2005 09:44:08	Ed Duffy	6296

**Summary Notes**

6/3/2005 09:42:36 Ed Duffy 6296

Primary Phone: [REDACTED]  
 Current Mileage: 3955  
 Dealer(s) involved: 75116

Situation: Mr. [REDACTED] called to express his disappointment with being without his vehicle for 2 weeks alleged awaiting for an SRS wire harness which has been shipped from Germany and allegedly due at the dealer Tuesd: 6/7/05. Writer called SM Darryl and advised him of the customers request. SM stated he will contact customer to discuss and advise after the contact.

Action Taken: NTMT

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1075176    **Cus Ident** 28491396    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Rosemead    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05101    FLETCHER JONES MOTORCAR    NEWPORT BEACH CA  
**Sell Dlr** 05737    DOWNTOWN L. A. MOTORS    LOS ANGELES CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 11582    **Prod Date** 3/29/2005    **Warr Date** 6/9/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/09/2006 14:17:45	Ed Duffy	6296

### Summary Notes

2/9/2006    14:17:38    Ed Duffy    6296  
 Primary Phone:    (626) 443 - 2988  
 Current Mileage:    11582  
 Dealer(s) involved:    05101

**Situation:** Received the following e-mail - forwarding to both dealer and SPOM for review and possible assistance to the customer if all concerns have not yet been addressed.

E-mail: JOHND@PHONEWAVEWIRELESS.COM

**Comments:** To Whom It May Concern: I am a current and first time owner of a Mercedes Benz. I have an E350 2006. The reason for writing to you is to address many issues with my vehicle. I had purchased this vehicle in June 2005; since then, I have brought my car to service at least six to nine times. It has been extremely inconvenience for me. I enjoy this car since I started the engine and have no problem in the future to purchase another one. But ever since the reoccurring problems begin, I have doubted Mercedes and went through with the servicing; and still had no problem with servicing my car until today. Just in January 2006, I turned my car in on the 13th and work was completed on 20th. The problems reoccur regarding to my airbag deactivated and I need add a quart of oil in engine, I turned in my car again on the 30th of January 2006. That same day I received a cal from my service advisor telling me the car will be kept over night. Since then, I have been trying to contact my service advisor and left him numerous voice messages. Today is February 7, 2006, my service advisor called me today to follow up said he is unable to locate the technician working on the car. I asked him if I was able to get reimbursed for the time my car was in service because I was bringing it in for service more then driving it; he replied "sure call Mercedes" I paused and he said "I'll call you tomorrow" and he hung up. It has been very inconvenience for me. I would really like to know what I can do to resolve this on going reoccurrence with my vehicle. Please call me at (562) 228-5687    Regards , John Dang

**Action Taken:**    NTMT to Dealer and SPOM

## Summary Notes

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2/9/2006

14:21:45

Ed Duffy

6296

reply to customer

Dear Mr. [REDACTED]

Thank you for your recent message. Please accept our apologies for any inconvenience experienced. Your comments have been documented and shared with the appropriate parties within our company for review. You can rest assured that Mercedes-Benz USA stands ready to provide our dealers with technical assistance upon their request. If we can be of further assistance please contact us at 1-800-367-6372.

Sincerely

Ed Duffy

Customer Relations Liaison

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1165184 **Cus Ident** 34387519 **Legal** **Note Type** Summary Note  
**Customer** Mr. \_\_\_\_\_  
**Address** \_\_\_\_\_

Miami FL \_\_\_\_\_  
**Phone** \_\_\_\_\_ **Phone Location** Residence  
**Assign Dlr** 14123 MERCEDES-BENZ OF PEMBRO PEMBROKE PIN FL  
**Sell Dlr** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110701A \_\_\_\_\_ **World Vin:** WDBUF70J75A \_\_\_\_\_

**Mileage** 28022 **Prod Date** 1/12/2005 **Warr Date** 6/20/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/14/2006 11:40:23	Ed Duffy	6296

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/14/2006 11:40:16	Ed Duffy	6296

### Summary Notes

4/14/2006 11:40:11 Ed Duffy 6296

Primary Phone: \_\_\_\_\_  
 Current Mileage: 28022  
 Dealer(s) involved: 14123

Situation: Mr. \_\_\_\_\_ called today stating that this morning the SRS light came on for the 5th time. He returned to the dealer and was advised that a new wire harness and seat scale had to be ordered since recalibration of the seat was already performed. Mr. \_\_\_\_\_ stated he is loosing patience and does not feel safe placing his family in this vehicle never knowing if the SRS system will work or not.

Action Taken: NTMT to Dealer and SPOM

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1363666      **Cus Ident** 26595551      **Legal**      **Note Type** Summary Note  
**Customer** Mr. \_\_\_\_\_  
**Address** \_\_\_\_\_

Rowland Heights CA \_\_\_\_\_

**Phone** \_\_\_\_\_      **Phone Location** Residence  
**Assign Dlr** 05127      MERCEDES-BENZ OF WEST CC      WEST COVINA      CA  
**Sell Dlr** 05127      MERCEDES-BENZ OF WEST CC      WEST COVINA      CA  
**Last Sell Dlr** 05103      MODESTO EUROPEAN      MODESTO      CA

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

### Vehicle Information

**DBAG Vin** 2110561A \_\_\_\_\_      **World Vin:** WDBUF56J46A \_\_\_\_\_  
**Mileage** 4017      **Prod Date** 2/10/2006      **Warr Date** 3/25/2006      **Model** E350W 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/28/2006 13:34:05	Ed Duffy	6296
Air Bags	Airbag	08/28/2006 13:34:02	Ed Duffy	6296

### Summary Notes

8/28/2006      13:33:52      Ed Duffy      6296

Primary Phone: \_\_\_\_\_  
 Current Mileage: 4017  
 Dealer(s) involved: 05127

Situation: Mr. \_\_\_\_\_ called stating that the SRS light is on again and does not feel comfortable driving the vehicle - writer advised MB does not recommend the vehicle be driven and offered RAP assistance to arrange for a flat bed. Customer declined and stated he will call the Service Manager of #05127 first since he alleges he called there first and was told to make an appointment.

Action Taken:      NTMT to Dealer and SPOM

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 899668 **Cus Ident** 26407265 **Legal** **Note Type** Summary Note  
**Customer Ms.** \_\_\_\_\_  
**Address** \_\_\_\_\_

Manchester NH \_\_\_\_\_  
**Phone** \_\_\_\_\_ **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA  
**Last Sell Dlr** 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA

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

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2110821X _____	<b>World Vin:</b> WDBUF82J65X _____
<b>Mileage</b> 6832	<b>Prod Date</b> 11/30/2004 <b>Warr Date</b> 1/29/2005 <b>Model</b> E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	07/04/2005 15:27:31	Virginia Stella	4684

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/04/2005 15:28:22	Virginia Stella	4684

## Summary Notes

7/4/2005 15:27:19 Virginia Stella 4684

Customer contacted writer on tele aid stating that hr SRS light was on. Customer also stated to writer that she was not driving and was stopped in a safe location. Writer stated to customer to turn her vehicle off, MBUSA recommends towing the vehicle and I am going to transfer you over to Roadside Assistance Department so that they may assist you with this. Customer stated to writer that she declines and is close to her home and she want to continue driving with her SRS light on even though she know that this is extremely unsafe. Writer stated to customer that her response would be documented and ended call.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 921947 **Cus Ident** 25747603 **Legal** **Note Type** Summary Note  
**Customer Mr** [REDACTED]  
**Address** [REDACTED]

Ridgewood NY [REDACTED]

**Phone** [REDACTED] **Phone Location** Mobile  
**Assign Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY  
**Sell Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY  
**Last Sell Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]  
**Mileage** 5095 **Prod Date** 10/18/2004 **Warr Date** 11/23/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Trigger - Left message	08/29/2005 10:27:54	Virginia Stella	4684
	Call Complete - TL Referral	08/29/2005 15:25:40	Marguerite Duffy	4648
	Trigger Callback	08/29/2005 15:25:40	Marguerite Duffy	4648
	Trigger 08/2005	08/29/2005 10:27:54	Virginia Stella	4684

**Summary Notes**

8/29/2005 10:27:35 Virginia Stella 4684

Trigger Call List - August 2005

Writer called [REDACTED] this number was busy. Called [REDACTED] and left a message advising customer that we have reviewed the vehicle history and invited customer to contact the Service Manager or the Customer Assistance Center should there be any outstanding concerns that need to be discussed.

8/29/2005 15:24:09 Marguerite Duffy 4648

Customer called CAC and stated this will be the 4th or 5th time he needs to return to dealer for the SRS light malfunctioning.

Customer stated the dealership told him if this happened again vehicle may have to be recalled , that there may be a serious issue with the vehicle.

Writer let customer know his comments would be documented and apologized for his dissatisfaction , also that hi comments would be forwarded to additional parties for review.



**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1219871 **Cus Ident** 37956809 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dir****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]  
**Mileage** 12000 **Prod Date** 7/16/2004 **Warr Date** 9/21/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Overall Satisfaction with Service	05/23/2006 09:50:40	Virginia Stella	4684
	Repeat Visit for Same Issue	05/23/2006 09:50:40	Virginia Stella	4684
<b>Vehicle Quality</b>	Frequency of Repairs	05/23/2006 09:50:15	Virginia Stella	4684
	Overall Dissatisfaction with Quality	05/23/2006 09:50:15	Virginia Stella	4684
<b>Survey Inquiries</b>	SES - Service Experience Survey	05/22/2006 11:29:38	Virginia Stella	4684

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Engine and Engine Coolin</b>	Engine and Engine Cooling	05/23/2006 09:50:43	Virginia Stella	4684
<b>Air Bags</b>	Airbag	05/23/2006 09:50:54	Virginia Stella	4684

**Summary Notes**

5/22/2006 11:28:47 Virginia Stella 4684

Survey Department received message from customer stating the we left a message regarding her responses on survey and would like a call back around 8:00am - 9:00am in the morning central time. (See Sum Note Information #1172054 - left message on SES Survey - Ms. [REDACTED].) Writer will contact customer at requested callback times.

5/23/2006 09:49:46 Virginia Stella 4684

Writer called [REDACTED] (as customer requested) and spoke with Ms [REDACTED] who stated that she is Very Satisfied with her Service Advisor Joe and very concerned that her new vehicle with only 12,000 miles on it has already had two major repairs - Airbags, SRS and Heating& Cooling. Ms [REDACTED] stated that she has try the heating/cooling system to make sure it is operating correctly, and everything else with the vehicle seems fine. Writer stated to customer to try out the heating/cooling system and if there are any concerns to speak with the Service Director. Writer invited customer to contact the MBUSA CAC Survey Department in the future.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 862055 **Cus Ident** 45616820 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Brooklyn

NY [REDACTED]

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

**Assign Dlr** 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

**Sell Dlr** 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

**Last Sell Dlr** 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]  
**Mileage** 2354 **Prod Date** 9/21/2004 **Warr Date** 10/21/2004 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	04/01/2005 12:23:48	Carol Pantua	4635
	Overall Dissatisfaction with Service	04/01/2005 12:23:48	Carol Pantua	4635

**Summary Notes**

4/1/2005 12:23:35 Carol Pantua 4635

Customer called and claims that SRS lamp has appeared on dashboard and Sovereign Service Advisor "Victoria allegedly advised customer that customer can drive with the SRS lamp lit, until his service appt.

Writer advised customer not to drive further with the SRS lamp lit and explained the possible airbag deployment/nondeployment concerns. Customer claims that Sovereign allegedly is not offering a loaner. Writer advised customer that there are no alt transportation policy under warranty and dlr is independently owned, operated, responsible for their service, and their loaner programs. Customer claims he will call SM of Sovereign.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1003875    **Cus Ident** 10865547    **Legal**  
**Customer** Mr [REDACTED]    **Note Type** Summary Note  
**Address** [REDACTED]

                    Cranford                      NJ [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dlr** 51114                      RAY CATENA OF UNION LLC                      UNION                      NJ  
**Sell Dlr** 51146                      RAY CATENA MOTOR CAR COF EDISON                      NJ

**Last Sell Dlr**

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

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2110821X [REDACTED]	<b>World Vin:</b> WDBUF82J15X [REDACTED]
<b>Mileage</b> 10889	<b>Prod Date</b> 12/7/2004 <b>Warr Date</b> 2/26/2005 <b>Model</b> E320W4 2005

**General Issues:**

<b>Code Description</b>	<b>Sub Code Description</b>	<b>Updated Date &amp; Time</b>	<b>Updated BY</b>	<b>Phone</b>
Vehicle Quality	Frequency of Repairs	12/17/2005 08:30:51	Carol Pantua	4635

### Summary Notes

12/17/2005    08:30:40    Carol Pantua    4635

Writer received customer's letter (corr 284713) which alleges various concerns with the vehicle, including the following alleged concerns: SRS lamp , defroster, alignment, a/c.. Customer voices dissatisfaction with the vehic in light of its price and requests a response.

12/22/2005    09:13:42    Carol Pantua    4635

Pls see SN 1009601

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1009601 **Cus Ident** 30445712 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Cranford NJ [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 51114 RAY CATENA OF UNION LLC UNION NJ  
**Sell Dlr** 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dlr

**Note to Market Ind:** Amount

### Vehicle Information

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]  
**Mileage** 10889 **Prod Date** 12/7/2004 **Warr Date** 2/26/2005 **Model** E320W4 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/21/2005 11:18:36	Carol Pantua	4635

### Summary Notes

12/21/2005 11:18:27 Carol Pantua 4635

Writer received customer's letter (corr 284713) which alleges various concerns with the vehicle, including the following alleged concerns: SRS lamp , defroster, alignment, a/c.. Customer voices dissatisfaction with the vehic in light of its price and requests a response.

## Summary Notes

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12/21/2005 14:17:26 Carol Pantua 4635

December 21, 2005

[REDACTED]  
[REDACTED]  
Cranford, NJ [REDACTED]

Subject: Model 2005 E320  
Serial No. WDBUF82J15X [REDACTED]

Dear Mrs. [REDACTED]

Thank you for your letter.

We regret to learn that your vehicle needed repair so early in its service life and apologize for any inconvenience you may have experienced. Immediately upon receipt of your letter, we reviewed your concerns with Guido Chaves, Service Manager of Ray Catena in Union, who advised us that the vehicle has been repaired and returned to you.

Your vehicle comes with a Limited New Vehicle Warranty of 4 years/50,000 miles, whichever occurs first, which we will continue to honor, if required and applicable. In addition, we will provide technical assistance through our regional staff, if necessary, to insure that your vehicle is operating properly.

Mrs. Scott, if your vehicle has any outstanding technical concerns of which we are unaware, please contact Guido Chaves, or the Service Manager at any authorized Mercedes-Benz dealership, who will personally review them.

The opportunity to review this matter and to correspond is appreciated.

Sincerely,

Carol Pantua  
Customer Relations Liaison

12/21/2005 14:18:55 Carol Pantua 4635

Writer scanned letter and emailed it to SPOM Ted Zawacki & SM Guido Chaves for review.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1076177 **Cus Ident** 26381966 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Mount Pleasant SC [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 72320 BAKER MOTOR COMPANY OF ( CHARLESTON SC  
**Sell Dlr** 72320 BAKER MOTOR COMPANY OF ( CHARLESTON SC

Last Sell Dlr

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]  
**Mileage** 31663 **Prod Date** 11/22/2004 **Warr Date** 1/21/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	02/10/2006 10:53:35	Carol Pantua	4635

## Summary Notes

2/10/2006 10:53:28 Carol Pantua 4635

Customer called and claims that he is extremely dissatisfied that this is his 2nd concern with the SRS system. Customer claims that he brought vehicle to Baker dlr and they tightened the cables the first time. Customer claim he brought vehicle back to dlr again and is advised that the SRS cables need to be replaced and the part is on national back order. Customer requests that the part be expedited.

Customer claims that he drove vehicle out of the dlr and he is driving the vehicle at the moment, since he needs transportation. Writer advised customer not to drive vehicle further with SRS concerns and to do so would be at his own risk. Writer apologized to customer for his dissatisfaction and advised that his concern would be documented and reviewed. Writer advised customer that he may follow-up with the Parts Manager at a later time. Customer claims he would do so.

2/13/2006 15:41:00 William Maher 6250

Update from PAC:

Rusty in parts states that part numbers, 0015408705 ,0015408805,0025461341 should be at the dealer by tomorrow and Mr [REDACTED] has an appointment in two weeks.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1184339    **Cus Ident** 29201222    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Temecula    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05762    MERCEDES-BENZ OF ESCONDI    ESCONDIDO    CA  
**Sell Dlr** 05747    MERCEDES-BENZ OF LAGUNA    LAGUNA NIGUE CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X56A [REDACTED]  
**Mileage** 66    **Prod Date** 3/3/2005    **Warr Date** 8/20/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaigr	SBC 2005-110001	04/27/2006 12:26:56	Carol Pantua	4635

## Summary Notes

4/27/2006    12:26:02    Carol Pantua    4635

Customer called and requested tel# of MB Escondido to make appt for Recall 2005110001 regarding INSTALLATION OF GROUND WIRES AND BRACKET TO SBC WIRING HARNESS.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1223156    **Cus Ident** 2745162    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Bal Harbour    FL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL  
**Sell Dlr** 56113    MERCEDES-BENZ MANHATTAN    NEW YORK    NY  
**Last Sell Dlr** 56113    MERCEDES-BENZ MANHATTAN    NEW YORK    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 1    **Prod Date** 3/7/2005    **Warr Date** 5/31/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	SBC - Sensotronic Brake Control System	05/24/2006 12:55:01	Carol Pantua	4635

## Summary Notes

5/24/2006    12:54:28    Carol Pantua    4635

Customer called and claims they received a recall letter for Campaign No. 2005110001, regarding INSTALLATION OF GROUND WIRES AND BRACKET TO SBC WIRING HARNESS. Customer also claims that there is an alleged odor that lasts for a few seconds when starting the vehicle.

Writer apologized to customer for his dissatisfaction, advised customer that concern would be documented, and welcomed customer to make an appt with dlr to have concerns checked. Customer claims he will call MB Miami.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1366666 **Cus Ident** 24161648 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Wyckoff NJ [REDACTED]

**Phone** (201)485-8891 **Phone Location** Residence

**Assign Dlr** 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

**Sell Dlr** 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

**Last Sell Dlr** 67115 MERCEDES-BENZ OF WEST CHESTER PA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]  
**Mileage** 17800 **Prod Date** 9/14/2004 **Warr Date** 1/18/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/30/2006 11:02:55	Carol Pantua	4635

**Summary Notes**

8/30/2006 11:02:29 Carol Pantua 4635

Customer called and claims he is extremely dissatisfied that Globe SM "Chris Burke" allegedly has not returned 3 messages customer allegedly left for call back. Customer claims he has many various concerns with the vehicle and was allegedly overcharged for his prior service.

Writer apologized to customer for his dissatisfaction, advised that concern would be documented, and advised customer to try SM again and if customer believes SM is not responsive, customer may speak with GM, since dlr are privately owned, operated, and responsible for what they charge. Customer claims he will try calling SM again.

## Summary Notes

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8/30/2006

12:51:57

Carol Pantua

4635

SPOM emailed writer today and stated:

The charges the customer is referring to is loaner car charges . John, loaner car supervisor was supposed to call him back not Chris. Chris will call the customer. Customer also asked Chris to get out of vehicle. This is his third visit for SRS , he has received a lease payment in the past. Chris, will tell the customer that if there is another confirmed SRS problem than we would look at taking him out of the vehicle.

Thanks,

Michael P. Willard  
Service and Parts Operation Mgr  
New York Region Market 3  
1-800-225-6262 Ext: 7528  
1-973-886-2880 Cell  
1-973-331-5441 Fax  
Michael.Willard@mbusa.com

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1484456    **Cus Ident** 16339468    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Atlanta    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 17302    R B M OF ATLANTA, INC.    ATLANTA    GA  
**Last Sell Dlr** 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage** 2266    **Prod Date** 4/25/2006    **Warr Date** 8/15/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/24/2006 09:47:33	Carol Pantua	4635

**Summary Notes**

11/24/2006    09:47:27    Carol Pantua    4635

Customer called, stated that he has SRS lamp on the dash, writer conferenced customer with Roadside Assistance, and RAP advised customer not to drive further with that lamp lit on the dash and offered to tow the vehicle. Customer declined RAP's offer for tow and claims he will drive vehicle to dlr himself.

Customer inquired about the SBC Hydraulic system extended coverage. Writer advised that should his vehicle experience concerns with that specific repair, customer may be eligible for 10yr coverage (from warranty start date) for that component.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1621232 **Cus Ident** 12521193 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Palm Desert CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05746 MERCEDES-BENZ OF PALM SP PALM SPRINGS CA  
**Sell Dlr** 84100 MERCEDES-BENZ OF TACOMA FIFE WA  
**Last Sell Dlr** 84100 MERCEDES-BENZ OF TACOMA FIFE WA

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

**Vehicle Information**

**DBAG Vin** 2112871X [REDACTED] **World Vin:** WDBUH87J86X [REDACTED]  
**Mileage** 5079 **Prod Date** 4/7/2006 **Warr Date** 6/10/2006 **Model** E350S4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	02/22/2007 16:09:29	Carol Pantua	4635

**Summary Notes**

2/22/2007 16:09:21 Carol Pantua 4635

Customer called to voice their dissatisfaction with service at MB Palm Springs. Customer alleges that they made appt with dlr for today since FSS lamp is allegedly lit on the dash for maintenance. Customer claims that half the day was wasted when they brought vehicle to dlr and dlr advised that they forgot to reset the FSS lamp on a prior occasion and customer doesn't actually need maintenance performed at this time.

Customer claims that Service Advisor seemed very put out when customer requested that they reset the FSS lamp. Customer claims that dlr reset the lamp, but when driving home, customer alleges that the SRS lamp came on and didn't go off. Customer claims that they have not experienced the concern prior to bringing vehicle to the dealer and does not believe it is a coincidence. Customer claims that dlr gave them difficulty when advising that they would not look into their SRS concern that day, though customer claims they already had an appt set for the maintenance they did not need.

Writer apologized to customer for their dissatisfaction, advised that their concern would be documented, and advised customer that they may speak with SM who can review his concern, since dlr is privately owned and operated. Customer claims they will call SM.

## Summary Notes

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2/23/2007 10:44:06 John Hart 4669

E-mail from SPOM requesting Sum Note to be updated:

[REDACTED] >  
02/22/2007 03:38 PM

To Brian Blokdiik <brian.blokdiik@mbusa.com>

cc [REDACTED]  
SUM NOTE # 1621232, [REDACTED], WDBUH87J86X [REDACTED], 2006, E350, purchased 84100

Hi Brian ,  
please update this sum note for me:

I reviewed this issue with Service Advisor Ken Ellerbeck, (the vehicle was purchased at M/B of Tacoma) Mrs. [REDACTED] set an appt. for today to have service performed, upon arrival ( 9:57a.m.) Ken determined that the car d not need a service, the dealer that performed the previous service failed to reset the maintenance calculator , Ke pulled the car into the shop and reset the calculator for her total time in the dealership was 15 minutes !!!! appro 2 hrs.later she called back stating the SRS light was on, Ken asked her if she could return to the dealership today she told him she would talk to her husband and get back to him.

Mr. [REDACTED] called me at approx.1:30 p.m. today, we discussed the issue and his dissatisfaction, he will return to our dealership tomorrow @ 10:00 a.m.we will determine the cause of the SRS light being on and perform the necessary repair.

Regards,  
Carl

2/23/2007 17:45:30 BRIAN BLOKDIJK 7322

Hi Brian,  
please update the subject sum note:

Mrs. [REDACTED] brought her vehicle in this morning, SRS light is on due to a faulty SRS wiring harness , part is coming from Germany, they will be given a loan car tonight to drive until the repair is completed.

Regards,

Carl

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1640524 **Cus Ident** 5605293 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

San Diego CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business  
**Assign Dir** 05154 W.I. SIMONSON SANTA MONICA CA  
**Sell Dir** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

**Last Sell Dir****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 12500 **Prod Date** 3/22/2006 **Warr Date** 5/5/2006 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	03/01/2007 17:35:08	Carol Pantua	4635

**Summary Notes**

3/1/2007 17:35:02 Carol Pantua 4635

Writer received Attorney William McGee's letter (corr 317289) on 2/26/07 by Standard US Postal Mail, requesting Buyback on behalf of his client, [REDACTED] due to 4 alleged unsuccessful attempts to repair "SRS/airbag system."

Writer scanned Attorney's letter and emailed it to SPOM & Legal to ask for their position since Case was Closed October 2006. Writer will await position before sending response letter to Atty McGee.

3/5/2007 10:26:34 Carol Pantua 4635

Yvette Y Chang  
03/02/2007 09:54 AM

Hi Hector,

Can you re-review the history given the additional repair visit to see if that would impact the earlier decision?

Thanks, yyc

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: [REDACTED]; Email: yvette.y.chang@mbusa.com

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 875783 **Cus Ident** 28353606 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

FLORAL PARK NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 56106 HELMS BROS., INC. BAYSIDE NY  
**Sell Dlr** 56106 HELMS BROS., INC. BAYSIDE NY

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]  
**Mileage** 1242 **Prod Date** 6/7/2004 **Warr Date** 7/31/2004 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	05/02/2005 10:57:07	Nicole Shababb	4619

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/02/2005 10:56:59	Nicole Shababb	4619

## Summary Notes

5/2/2005 10:56:53 Nicole Shababb 4619

Customer contacted the CAC alleging her vehicle has been at dealer 56106 for four days and she has not yet received an update regarding the repair status. Writer contacted Service Manager Ralph, who forwarded me to Danny , customer's Service Advisor. Danny indicated the car was at the dealer with less than 200 miles for an SRS warning lamp. The part needed was on a national back order for two months (passenger seat weight sensor) and therefore a second appointment was made for the part to be replaced. Danny advised the part was replaced on the second visit and now the car is back in the shop for an alleged SRS light concern. According to Danny the vehicle has been road tested and is operating as designed, and also no codes were found and no warning lights are currently illuminated therefore the vehicle is ready for pick-up. Writer explained this customer. Customer not pleased. Customer alleging MBUSA is not "helping her". Writer advised we will continue to honor the terms of the Limited New Vehicle Warranty. Customer asked for writers name and President's address. Writer provided.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 940253 **Cus Ident** 26539094 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Irvine CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Mobile  
**Assign Dlr** 05102 KEYES EUROPEAN, LLC VAN NUYS CA  
**Sell Dlr** 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 5375 **Prod Date** 1/27/2005 **Warr Date** 3/18/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	10/14/2005 16:14:05	Nicole Shababb	4619
	Long Wait Time for Part(s)	10/14/2005 16:14:05	Nicole Shababb	4619

**Summary Notes**

10/14/2005 16:13:11 Nicole Shababb 4619

Customer called the CAC alleging his vehicle was involved in an accident on 08/10/05 and was towed to Folks Auto body, in Reseda, CA. Customer claims the vehicle is repaired however they are waiting on a wiring harness. Writer explained that I would contact both the body shop and the dealer in an attempt to expedite the part. Writer advised the customer that the independent body shop should remain in contact with the Parts dept. at dealer 05102.

Writer called George at Folk's Auto body. He advised that he ordered the part through dealer 05102 and that he was advised it would be shipped out on 11/02/05.

Writer requested an estimate as to the vehicle's damage. He advised the estimate for repairs is \$35,000.

Writer called dealer 05102 and spoke with Richard in Parts. He advised that Folk's ordered the part on 09/28/05 (part # 2115407435) and verified the ship date is 11/02/05.

10/14/2005 16:17:00 Nicole Shababb 4619

Writer sent an e-mail to Jill Houseworth regarding possible status 8.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1056289    **Cus Ident** 26238368    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Del Rey Oaks    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 14113    CONTINENTAL MOTORCARS, IN    MELBOURNE    FL  
**Sell Dlr** 14320    MERCEDES-BENZ OF ORLANDO    MAITLAND    FL  
**Last Sell Dlr** 05606    MERCEDES-BENZ OF MONTEREY    MONTEREY    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J45A [REDACTED]  
**Mileage** 5412    **Prod Date** 10/21/2004    **Warr Date** 11/30/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/26/2006 11:19:50	Nicole Shababb	4619

**Summary Notes**

1/26/2006    11:19:39    Nicole Shababb    4619

Customer came through on Tele-aid alleging the SRS light in the vehicle is illuminated. Writer suggested Tow. Customer declined advising they will drive the vehicle to the dealer today.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1284658    **Cus Ident** 15102609    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

**Reading** PA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 67105    MERCEDES-BENZ OF WEST CF    WEST CHESTER PA  
**Sell Dlr** 67105    MERCEDES-BENZ OF WEST CF    WEST CHESTER PA  
**Last Sell Dlr** 67115    MERCEDES-BENZ OF WEST CF    WEST CHESTER PA  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J75X [REDACTED]  
**Mileage** 7047    **Prod Date** 12/16/2004    **Warr Date** 3/29/2005    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	07/06/2006 08:33:42	Nicole Shababb	4619

## Summary Notes

7/6/2006    08:33:30    Nicole Shababb    4619

Customer called the CAC alleging he made an appointment to have MB of West Chester pick-up his vehicle today for an alleged SRS light on - as well as two open recalls to be performed (SBC bracket and voltage regulator).

Customer claims he made an appointment with a loaner but that the dealer called him this morning to advise they do not have a loaner available.

Customer not pleased. Writer apologized. Customer requested writer call the dealer on his behalf. Writer left a voice mail for Craig , Asst. Service Manager requesting a callback.

7/6/2006    13:23:46    Nicole Shababb    4619

Writer received a voice mail from Craig advising that he spoke with the customer and his concerns have been addressed.

7/6/2006    13:31:59    Frank Parente    4675

Customer called again - claiming that he was provided a shuttle bus as a loaner vehicle. Writer called Craig and he informs us that customer has an ML. SM will have vehicle picked up from customer. Writer informed customer of this.

## Summary Note Information

Mercedes Benz of U.S.A

<b>Note ID</b>	1285726	<b>Cus Ident</b>	12252990	<b>Legal</b>	<b>Note Type</b>	Summary Note
<b>Customer</b>	Mr [REDACTED]		[REDACTED]			
<b>Address</b>	[REDACTED]					

	Poughquag	NY	[REDACTED]
<b>Phone</b>	[REDACTED]	<b>Phone Location</b>	Residence
<b>Assign Dlr</b>	55212	FRIENDLY MOTORCARS	WAPPINGERS F NY
<b>Sell Dlr</b>	55124	LAKEVIEW AUTO SALES AND S	ROCKVILLE CEI NY
<b>Last Sell Dlr</b>			

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

**Vehicle Information**

<b>DBAG Vin</b> 2110651A [REDACTED]	<b>World Vin:</b> WDBUF65J95A [REDACTED]
<b>Mileage</b> 13205	<b>Prod Date</b> 7/27/2004 <b>Warr Date</b> 11/30/2004 <b>Model</b> E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/06/2006 15:55:51	Nicole Shababb	4619

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/06/2006 15:55:51	Nicole Shababb	4619

### Summary Notes

7/6/2006 15:55:39 Nicole Shababb 4619

Customer was transferred to this writer by David at ATX. Customer claimed his SRS light was illuminated. Write suggested the vehicle be towed. customer declined. Writer provided the customer with the contact number for Friendly motorcars at his request.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1452366 **Cus Ident** 29522319 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

La Crescenta CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 05758 CALSTAR MOTORS, INC. GLENDALE CA  
**Sell Dir** 05758 CALSTAR MOTORS, INC. GLENDALE CA

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 17760 **Prod Date** 6/24/2005 **Warr Date** 10/14/2005 **Model** E350W 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	10/31/2006 15:04:06	Nicole Shababb	4619
Electrical System	Electrical System	10/31/2006 15:04:08	Nicole Shababb	4619

## Summary Notes

10/31/2006 15:03:52 Nicole Shababb 4619

Copy of referral # 196143

Primary Phone [REDACTED]

Current Mileage: 17760  
 Warranty Start Date: 10/14/2005  
 Previous CA Referrals: None

Previous Summary Notes: 976882, 1075612

CORR # 308228

Mr. [REDACTED] sent a letter to the CAC on behalf of his client Mr. [REDACTED], dated 10/21/06 and received by the CAC on 10/27. Letter was sent certified mail.

Attorney alleging the customer has "returned the vehicle to authorized Mercedes-Benz dealers on four separate occasions for various nonconformities." Attorney claims to date the vehicle "remains defective." Attorney alleges the vehicle's "transmission and SRS system are not operating properly even though my client has provided Mercedes more than enough opportunities to conform the vehicle."

Attorney is demanding that his client's vehicle be repurchased.

Attorney acknowledgement to be sent.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1557965    **Cus Ident** 32526437    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

Indianapolis    IN [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 25412    WORLD WIDE MOTORS, INC.    INDIANAPOLIS    IN  
**Sell Dlr** 25412    WORLD WIDE MOTORS, INC.    INDIANAPOLIS    IN  
**Last Sell Dlr** 25412    WORLD WIDE MOTORS, INC.    INDIANAPOLIS    IN  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 3443    **Prod Date** 4/1/2005    **Warr Date** 6/6/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	01/16/2007 13:47:07	Nicole Shababb	4619

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/16/2007 13:46:59	Nicole Shababb	4619

## Summary Notes

1/16/2007    13:46:31    Nicole Shababb    4619

Customer called the CAC requesting to file a formal complaint against World Wide Motors. Customer alleging poor service.

Customer claims she brought her vehicle to the dealer recently for an SRS light on. Customer alleges she picked up the vehicle yesterday and the light is back on today.

Writer advised I would call the dealer on her behalf.

1/16/2007    13:48:55    Nicole Shababb    4619

Writer left a voice mail for Jerry, Service Manager, requesting a callback.

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1714231 **Cus Ident** 10151734 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Torrance CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 05705 MERCEDES-BENZ OF SOUTH B TORRANCE 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** 22220 **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	Frequency of Repairs	04/11/2007 15:35:15	Nicole Shababb	4619

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/11/2007 15:35:06	Nicole Shababb	4619

**Summary Notes**

4/11/2007 15:35:03 Nicole Shababb 4619

Customer called the CAC alleging her vehicle has been to the dealer three times for an alleges SRS warning ligh

Writer questioned if the warning light is currently on now.

Customer advised it is not but that she "just heard that she can get a new car under the Lemon Law because the same safety related repair has been made to her vehicle three times."

Customer feels she is entitled to a new car.

Writer explained that her comments would be documented and shared with the appropriate areas within our organization but suggested in the meantime that should the alleged SRS return that she immediately follow-up with the Service Manager at her dealer.

Writer left a voice mail for Brian Blokdijk requesting a callback.

## Summary Notes

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4/11/2007 15:40:07 Nicole Shababb 4619

Following e-mail sent to SPOM:

Brian,

I left you a voice mail regarding this one...not sure if this should be a referral? I know the car does not currently have any outstanding issues but the warranty history does confirm electrical issues with the vehicle and it is California...so I'm not sure how you want this handled. Please advise.

Thanks!

Nicole M. Shababb  
Case Manager  
Customer Assistance Center  
Mercedes-Benz USA, LLC

201-505-4619 (Work)  
201-476-6213 (Fax)

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 846674 **Cus Ident** 17307534 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Ashburn VA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 80215 MERCEDES-BENZ OF TYSONS VIENNA VA  
**Sell Dlr** 80215 MERCEDES-BENZ OF TYSONS VIENNA VA  
**Last Sell Dlr** 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 1098 **Prod Date** 6/25/2004 **Warr Date** 8/27/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Parts</b>	Part(s) not Available	02/25/2005 10:06:11	John Hart	4669
	Part(s) on Backorder	02/25/2005 10:06:11	John Hart	4669
<b>Warranty</b>	Accident/ Damage-No Referral or Action	02/25/2005 10:06:33	John Hart	4669
<b>Dealer Contact to CAC</b>	Dealer Advised MBUSA Of Vehicle Accident	02/25/2005 10:06:33	John Hart	4669

### Summary Notes

2/25/2005 10:05:59 John Hart 4669

[REDACTED] phoned the CAC demanding to speak with SPOM John Freund pertaining to alleged back ordere wiring harness.

Writer phoned SPOM who advised he is aware of concerns as of yesterday and everything that can be done is being done. Special Procurement is involved and ETA is for week 09.

Writer contacted the customer advising the above information. Customer claims his vehicle has been in the body shop for 6 months awaiting the wiring harness and feels MBUSA is process driven not customer driven.

"You are costing me my insurance company money, because the inability to obtain parts and I am not paying the price. I am turning this over to my insurance company and tell them they are being ripped off".

Writer assured customer his comments will be documented and concerns are being reviewed.

NTMT to SPOM and Dealer

2/25/2005 11:17:12 William Maher 6250

Special Procurement and SPOM are involved in B/O part situation already.

3/9/2005 10:34:08 William Maher 6250

Writer researching with PAC to get updated status on B/O Part



## Summary Notes

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3/11/2005

12:50:26

William Maher

6250

Writer left voicemail for Jason at Body shop to get further information as well.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 874923 **Cus Ident** 25747603 **Legal** N **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Ridgewood NY [REDACTED]

**Phone** [REDACTED] **Phone Location** Mobile  
**Assign Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY  
**Sell Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY  
**Last Sell Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY

**Note to Market Ind:** **Amount** 0.00

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]  
**Mileage** 4000 **Prod Date** 10/18/2004 **Warr Date** 11/23/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/28/2005 13:01:59	John Hart	4669

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Suspension System	Suspension System	04/28/2005 13:01:46	John Hart	4669
Electrical System	Electrical System	04/28/2005 13:01:35	John Hart	4669

## Summary Notes

4/28/2005 13:01:27 John Hart 4669

Emir phoned the CAC wishing to express dissatisfaction with the above referenced vehicle. Customer claims there have been malfunctions with the sun roof leaking, rear spring, SRS, and wipers (warranty history does not reflect customers allegations at this time).

Customer stated there are no outstanding concerns at this time, and is concerned about "what if" after the warranty expires. Writer explained we may review any concerns that may arise on a case-by-case basis and we will continue to honor the terms of the warranty and stand ready to provide technical assistance if needed.

"What about the Lemon Law, it has to be done before the first 6 months".

NTMT to SPOM and Dealer  
 CC: Anthony Zepf

## Summary Notes

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5/2/2005 11:57:08 NETSTAR

Name : Alba Cardona (Service Manager)  
Phone : 718-392-1551 (x-195)

Additional Information Available  
Dealer Requests CAC Contact

5/2/2005 12:54:24 John Hart 4669

Writer phoned the Service Manager leaving a voice mail.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 880517 **Cus Ident** 4532838 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

San Marino CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA  
**Sell Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA  
**Last Sell Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]  
**Mileage** 5630 **Prod Date** 6/4/2004 **Warr Date** 12/29/2004 **Model** E320W 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/12/2005 13:44:22	John Hart	4669

## Summary Notes

5/12/2005 13:44:15 John Hart 4669

Pertaining to closed case 179441:

Customer Mr. [REDACTED] phoned the CAC seeking compensation for the previous SRS related repairs. Writer advise customer we will share request with SPOM. Customer is dissatisfied and states he will be writing to MBUSA.

Writer phoned SPOM requesting contact and if any compensation will be provided to the customer.

NTMT to SPOM and Warranty

5/13/2005 12:17:12 John Hart 4669

Hi John,

We are having a regional meeting today. Please call me tomorrow so that we can discuss.

Best regards,

Ron

H.Ron Reynolds  
 Service and Parts Operation Manager

## Summary Notes

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5/13/2005

12:23:14

John Hart

4669

Writer phoned SPOM discussing concerns. SPOM advised there is a TAC case open regarding the above referenced matter and customer will be awarded some compensation once concerns are resolved.

Additionally customer contacted the writer claiming that the SRS light is on and "what if" this reoccurs in the future? Writer explained to the customer that he will be provided compensation and customer insists on discussing "how much will I be compensated, my friends are telling me that the only thing I have on my side is the Lemon Law".

Writer assured customer we will document concerns and if seeking further discussion at this time please speak with the Service Manager.

NTMT to SPOM and Dealer

CC: Y Chang

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1019606    **Cus Ident** 29524766    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Atlanta    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 17303    CRITZ INC.    SAVANNAH    GA  
**Sell Dlr** 14318    LOKEY MOTOR COMPANY    CLEARWATER    FL  
**Last Sell Dlr** 42100    MAPLEWOOD IMPORTS    MAPLEWOOD    MN  
**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X26A [REDACTED]  
**Mileage** 12635    **Prod Date** 2/15/2005    **Warr Date** 3/19/2005    **Model** CLS500i 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Alternate Transportation Issues	12/29/2005 14:18:18	John Hart	4669
	Personnel Issues or Complaints	12/29/2005 14:18:14	John Hart	4669
<b>Dealer Parts</b>	Part(s) on Backorder	12/29/2005 14:18:03	John Hart	4669
<b>Tires and Rims</b>	General Questions	12/29/2005 14:18:35	John Hart	4669
	Tire / Wheel Size Inquiry	12/29/2005 14:18:35	John Hart	4669
	Tire Wear	12/29/2005 14:18:35	John Hart	4669
	Wheel Alignment (Pulling)	12/29/2005 13:36:35	John Hart	4669
<b>Warranty</b>	Post Warranty Consideration Request	12/29/2005 13:36:41	John Hart	4669

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Electrical System</b>	Electrical System	12/29/2005 14:18:22	John Hart	4669

## Summary Notes

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12/29/2005 14:17:55 John Hart 4669

Customer Mr. [REDACTED] phoned the CAC wishing to express dissatisfaction with the need to replace tires at 12k miles, and perform an alignment. Customer claims that he was advised by the dealer that alignment is covered during the first year of ownership up until 12k miles and disappointed that the dealer will not honor alignment. Writer advised customer this is accurate, per the warranty and service booklet MBUSA will perform one wheel alignment within the first year of in-service or 12k miles. Writer suggested customer speak to the Service Manager who is empower to discuss requests of financial assistance as we would support their position.

Customer claims there is an electronic malfunction (he believes it is related to the SRS system and was advised that the part is on back order for at least 3 weeks. Customer is seeking intervention from MBUSA to obtain part. Writer advised customer that his concerns will be documented and shared with the appropriate party; please remain in contact with the dealer Service Manager.

Additionally, customer wished to express disappointment with the price quote to replace tires by dealer. Customer claims he was able to obtain a substantially lower price from Tire Rack. Customer requested if he may purchase and perform tire maintenance from an independent facility with out affecting his warranty and inquired about purchasing tires with a lower speed rating to increase tire longevity. Writer explained and stressed we only suggest work and repairs be performed by an authorized Mercedes-Benz dealer however, we are unable to limit customer from using an independent, and if you choose to do so it is extremely important to use only factory approved tires (products) and work must be performed to Mercedes-Benz specifications. Writer advised customer against using tires with different specifications such as speed rating and assured customer his comments will be documented.

NTMT to SPOM and Dealer

12/29/2005 14:22:02 John Hart 4669

E-mail from the writer to the SPOM:

Ray,

Is there anything that we may do in regards to the customer alignment issue? The customer is alleging he is only 600 miles past the alignment warranty.

Thanks,

John M. Hart  
Customer Relations Liaison

12/29/2005 15:06:12 Robyn Letz 6209

Sent to PAC

12/30/2005 16:02:57 Robyn Letz 6209

From PAC:

Dealer has nothing open for this customer.

1/4/2006 15:36:24 Robyn Letz 6209

From SPOM to writer :

Robin

Customer has paid for the alignment, but was not happy about it. He is buying tires from Tire Rack.

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1054862    **Cus Ident** 26502975    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Hacienda Heights CA [REDACTED]

**Phone** [REDACTED]1    **Phone Location** Residence

**Assign Dlr** 05127    MERCEDES-BENZ OF WEST CC    WEST COVINA    CA

**Sell Dlr** 05759    MERCEDES-BENZ OF ANAHEIM    ANAHEIM    CA

**Last Sell Dlr** 05759    MERCEDES-BENZ OF ANAHEIM    ANAHEIM    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 6634    **Prod Date** 12/14/2004    **Warr Date** 3/5/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Alternate Transportation Issues	01/25/2006 10:14:15	John Hart	4669
	Lack of Followup	01/25/2006 10:14:15	John Hart	4669
	Personnel Issues or Complaints	01/25/2006 10:14:15	John Hart	4669
	Overall Dissatisfaction with Service	01/25/2006 10:14:15	John Hart	4669

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Electrical System</b>	Electrical System	01/25/2006 10:14:00	John Hart	4669

**Summary Notes**

1/25/2006    10:13:52    John Hart    4669

Writer received correspondence 286735 from [REDACTED] wishing to express dissatisfaction with service Pensl of West Covina.

Customer alleges the SRS light illuminated, and was provided a VW Jetta loaner.

"I must stress how unsatisfactory the experience was. I should have been given clear explanation of what the exact problem was, the severity of it, what was done to fix it, and what I should do the next time it happens....To cause alarm and then send your customer away without a clear explanation is not my definition of good customer service, and I certainly hope this is not yours either".

NTMT to SPOM and Dealer



## Summary Notes

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1/25/2006

15:06:40

John Hart

4669

Writer phoned Mr. [REDACTED] advising concerns will be documented and shared with dealer management for their review how they deem it appropriate. Writer explained that the dealers are independently owned and operated solely responsible for their day-to-day business.

Customer thanked writer for the telephone call.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1073457    **Cus Ident** 24977033    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Ferndale    MI [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 55106    MERCEDES-BENZ OF NANUET    NANUET    NY  
**Sell Dlr** 75126    Emp Leases - DCFS Trust MBUS.  
**Last Sell Dlr** 05143    MERCEDES-BENZ OF SACRAMI    SACRAMENTO    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 700    **Prod Date** 8/12/2005    **Warr Date** 9/23/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Damaged by Dealer/RAP tech.	02/13/2006 16:20:19	John Hart	4669
Roadside	Roadside Assistance Issue	02/13/2006 16:21:12	John Hart	4669
	Other	02/08/2006 12:09:26	John Hart	4669

## Summary Notes

2/13/2006    16:20:04    John Hart    4669

E-mail from MBUSA Employee [REDACTED]

Hi John,

As a follow up to our phone conversation, a month or so ago my battery died in the parking lot of 1 Mercedes. I called Roadside to have the car jumped, and a tech from MB Nanuet came to assist me. I can't remember if the car was jumped from the terminals in the trunk or in the hood, but I know the hood was opened to check the front battery. After the hood was closed, it did not sit properly. I checked to see if any tools had been left by the roadside tech under the hood, but there were none. Now the hood on the driver's side is raised by approximately 1/4" (it is flush with the fender on the passenger side , though).

As I mentioned to you in our conversation, my concern is that when I turn the car in at the end of my lease, I will be charged to have the hood realigned. Since I didn't cause the misalignment, I'd rather not have to pay for it. Any assistance you can provide in this matter would be greatly appreciated.

Thanks for your help,

[REDACTED]

## Summary Notes

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3/8/2006

15:08:10

John Hart

4669

Hi John,

Thanks for the follow-up. I actually had to take my E Class in for service last week for an SRS malfunction. I mentioned the hood misalignment to the service advisor, Rob, and explained the situation to him. They did fix it for me, and did not charge me for it. So the hood looks great now!

Thanks for your help, John.

Regards,



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1568065 **Cus Ident** 23567418 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [redacted]  
**Address** [redacted]

**Phone** [redacted] **Phone Location** Residence  
**Assign Dlr** 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO  
**Sell Dlr** 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110871X [redacted] **World Vin:** WDBUF87J86X [redacted]  
**Mileage** 12307 **Prod Date** 7/4/2005 **Warr Date** 8/25/2005 **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/23/2007 12:40:49	John Hart	4669

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/24/2007 20:41:42	John Hart	4669

## Summary Notes

1/23/2007 12:40:43 John Hart 4669

E-mail: [redacted]t

Comments

Our MBE350 2006 has a problem with the SRS... the info is to take to a workshop.....This is under warranty ...right? Also could the cold weather here in Colorado have anything to do with this mechanism....We have to travel over a 100 miles to get this done.....We just had it in for it's 13,000 miles service..... Kindest [redacted]

1/24/2007 20:41:22 John Hart 4669

The writer phoned customer today, customer advised she visited the dealer who diagnosed malfunction and is addressing concerns.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1678009    **Cus Ident** 24265677    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Miami    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dir** 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL  
**Sell Dir** 14349    MERCEDES-BENZ OF FORT LAI    FORT LAUDERC FL

**Last Sell Dir**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 6315    **Prod Date** 8/29/2005    **Warr Date** 11/30/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	03/20/2007 12:54:10	John Hart	4669
Dealer Parts	Part(s) on Backorder	03/20/2007 12:54:21	John Hart	4669

### Summary Notes

3/20/2007    12:59:09    John Hart    4669

Customer Mr. [REDACTED] phoned the CAC alleging he is currently driving a vehicle with the SRS light on and the dealer advised the part was on back with no ETA. Customer stated he was originally offered a PT Cruiser however , "I can not drive with clients, I would at least like a better loaner".

The writer advised customer that alternate transportation is a dealership program and please speak with the dealer about dissatisfaction with the loaner. We will document concerns (about alleged back order of SRS component) forwarding to the appropriate party for review and remain in contact with the parts department for all updates.

NTMT to SPOM and Dealer

3/20/2007    13:56:36    Robyn Letz    6209

sent to PAC

3/20/2007    14:26:19    Robyn Letz    6209

From PACL:

not at the Dealer 14310.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 899671    **Cus Ident** 26278364    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Manassas VA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 80215    MERCEDES-BENZ OF TYSONS    VIENNA    VA  
**Last Sell Dlr** 80215    MERCEDES-BENZ OF TYSONS    VIENNA    VA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J65A [REDACTED]  
**Mileage** 2127    **Prod Date** 6/25/2004    **Warr Date** 12/4/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/04/2005 16:35:19	Carol Ann Carroll	4673
Survey Inquiries	Inbound Call - No Survey	07/04/2005 16:34:46	Carol Ann Carroll	4673

## Summary Notes

7/4/2005    16:33:34    Carol Ann Carroll    4673

Cust. called on Tele Aid, Incident# 15086700 with SRS Light on.  
 Writer advised customer that he should pull over and writer would get Roadside Assistance on line to have vehicle towed. Writer explained that airbag is malfunctioning and that they could deploy while driving for no reason, or might not deploy if needed in an accident. Customer stated vehicle was driving fine. Writer again explained issue and advised that should there be a problem with the airbag system, and he did not take my advise by pulling ove and having vehicle towed we would not be responsible should anything happen to customer or occupants in vehicle. Advised writer would document his decision to drive against advise. Customer stated "That's okay, goodbye"

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 911914 **Cus Ident** 28366970 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Forestville MD [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence

**Assign Dlr**

**Sell Dlr** 14124 MERCEDES-BENZ OF SOUTH C ORLANDO FL

**Last Sell Dlr****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 1 **Prod Date** 3/18/2005 **Warr Date** 5/7/2005 **Model** CLS500( 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/03/2005 08:46:57	Carol Ann Carroll	4673

**Summary Notes**

8/3/2005 08:46:12 Carol Ann Carroll 4673

Customer called on TeleAid, incident# 64910264 stating SRS light was on. Writer advised tow, explained what could happen. Customer declined stating he was not far from dealer and would drive right there.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 931488 **Cus Ident** 469718 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

**Phone** Saint Joseph MI [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 25425 GURLEY-LEEP MOTOR WERKS MISHAWAKA IN

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110261A6 [REDACTED] **World Vin:** WDBUF26J95A6 [REDACTED]  
**Mileage** 10593 **Prod Date** 6/3/2004 **Warr Date** 8/17/2004 **Model** E320CD 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/23/2005 11:06:22	Carol Ann Carroll	4673

### Summary Notes

9/23/2005 11:06:10 Carol Ann Carroll 4673

SRS. Declined Tow. Advised we would not be responsible should Air Bag malfunction. Customer understood



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 959441 **Cus Ident** 2363967 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Huntingdon Valley PA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILL NJ  
**Sell Dlr** 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILL NJ  
**Last Sell Dlr** 51147 MERCEDES-BENZ OF PRINCETON LAWRENCEVILL NJ

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J95X [REDACTED]  
**Mileage** 23253 **Prod Date** 10/4/2004 **Warr Date** 11/12/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Call Complete - CAC contacted dealer	11/16/2005 09:50:08	Carol Ann Carroll	4673
	Trigger 10/2005	11/15/2005 13:41:32	Carol Ann Carroll	4673

**Summary Notes**

11/15/2005 13:41:16 Carol Ann Carroll 4673

Trigger Oct. 05 List.

Called [REDACTED] general voice mail, called [REDACTED] and spoke with cust. who stated it is ridiculous that there are so many problems with this car. Stated it is an infringement on his time to have to keep going back Dealer goes out of their way, the problem is the car. At dealer once a month. Claims SRS light goes on once a month, something wrong with Brake sensor, windshield washer sensor has had issues. Cust. stated he lives in PA and going back and forth to Princeton is a hassle. At this time the side view mirrors move on their own, which allegedly was already taken care of.

Cust. believes there is a defect in the vehicle. Cust. stated he spoke with Gen. Sales Mgr. Tom Knobloch last Monday and advised him he would like something done for him. Claims Mr. Knobloch told him he would get in touch with MBUSA and get back to him but he has not heard.

Writer advised cust. I would call dealer and get back to him.

Writer called dealer and left a mess. for Tom Knobloch with my extension for a call back regarding above.

11/16/2005 09:49:57 Carol Ann Carroll 4673

Tom Knobloch left mess for writer stating he would be out of office Wed. 11/16 returning 11/17. Stated he was meeting with the Market Manager at that time to discuss Dr. [REDACTED] request.

Writer called cust. and advised of above. Cust. requested writer fax this in writing. Writer advised this was not customary and I was verbally advising what Mr. Knobloch informed me. Cust. wanted to know who would contact him. Writer advised I would request Mr. Knobloch to call him.

Gave to T/L for NTMT and note to dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1284937    **Cus Ident** 30219203    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Miami    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 14302    MERCEDES-BENZ OF CORAL G    CORAL GABLES FL  
**Sell Dlr** 14302    MERCEDES-BENZ OF CORAL G    CORAL GABLES FL

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 7761    **Prod Date** 8/9/2005    **Warr Date** 12/3/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	07/06/2006 11:20:12	Carol Ann Carroll	4673
Trigger - MBUSA	Call Complete - TL Referral	07/06/2006 11:20:03	Carol Ann Carroll	4673
	Trigger-HAPPY	07/06/2006 11:20:03	Carol Ann Carroll	4673
	Trigger 06/2006	07/06/2006 11:20:03	Carol Ann Carroll	4673
Customer at Risk	Loyal Customer	07/06/2006 11:20:19	Carol Ann Carroll	4673

## Summary Notes

7/6/2006    11:19:28    Carol Ann Carroll    4673

**TRIGGER JUNE 06 LIST**

Called [REDACTED] and spoke with Maria, driver of vehicle, who stated she is very unhappy with the vehicle. Stated she has driven Mercedes for years but does not think she will get another one after this. Stated she loves the vehicle but it has to many issues. Stated that currently, the SRS light keeps flashing on and off and she has a message telling her to check oil. Writer advised customer that needing oil at this time is not a malfunction and she should get oil into vehicle if message is on of damage could be done to engine. SRS light issue s/b looked at also. Advised customer to call dealer for appointment and if she could not get in today she should check oil level and add some herself. Customer thanked writer for follow up and advise.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1341004 **Cus Ident** 40151020 **Legal** **Note Type** Roadside Assistance  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Mount Laurel NJ [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 67107 MERCEDES-BENZ OF FORT WA FORT WASHING PA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 10425 **Prod Date** 5/12/2005 **Warr Date** 6/30/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/12/2006 10:22:13	Carol Ann Carroll	4673

**Summary Notes**

8/12/2006 10:22:01 Carol Ann Carroll 4673

Customer stopped short and SRS light came on. Customer is not at home , traveling to LBI New Jersey. Dealer 51220, called Precision , who stated they would need until Tues. to address issue. Customer declined. Writer advised Airbag could deploy unexpectedly, or not deploy when needed. Customer declined tow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1374049    **Cus Ident** 24316870    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Sharon    CT [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 09100    NEW COUNTRY MOTOR CARS, HARTFORD    CT  
**Sell Dlr** 09127    MERCEDES-BENZ OF NORTH HAVEN    CT  
**Last Sell Dlr** 09127    MERCEDES-BENZ OF NORTH HAVEN    CT

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J95X [REDACTED]  
**Mileage** 24000    **Prod Date** 6/3/2004    **Warr Date** 7/10/2004    **Model** E500W4 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/05/2006 12:34:38	Michael Reger	6383
Roadside	Roadside Coverage Inquiry	09/05/2006 08:34:58	Carol Ann Carroll	4673
	Other	09/05/2006 08:34:58	Carol Ann Carroll	4673
	Declined Tow - SRS Light On	09/05/2006 12:34:02	Michael Reger	6383
Service / Repairs	Repeat Repairs on Same Component	09/05/2006 08:35:07	Carol Ann Carroll	4673

### Summary Notes

9/5/2006    08:34:13    Carol Ann Carroll    4673

Customer has SRS light on for the 4th time and does not want to return to closest dealer because they cannot solve the issue.

Customer spoke with Serv. Mgr. from dealer 09100 New County Motor , which is where customer wants to go , who advised customer that we would have to approve tow to this dealer , because it is not the closest. Allegedly advised customer that if we approve tow for this Thurs, 9/7, he would have tow truck bring customer the loaner when he picked up vehicle.

Writer advised customer I would speak with RAP Supervisor and return call.

Best number for today, [REDACTED]

9/5/2006    12:33:43    Michael Reger    6383

The wrier spoke with SVC Manager Dana Thomas, who understood that dealer 55212 was the closest to the customer, but for some reason the customer wanted his dealer to perform service to the vehicle.

The writer called the customer to explain that the warranty would cover the cost of the tow to dealer 09100 since dealer 55212 was 15 miles closer. The customer mentioned that he will take matters into his own hands....

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1536813    **Cus Ident** 29495686    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Swedesboro    NJ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51209    MERCEDES-BENZ OF CHERRY    CHERRY HILL    NJ

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J65X [REDACTED]  
**Mileage** 25000    **Prod Date** 11/22/2004    **Warr Date** 10/14/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	12/31/2006 14:18:20	Carol Ann Carroll	4673

## Summary Notes

12/31/2006    14:18:03    Carol Ann Carroll    4673

Customer stated SRS light was on. Writer advised customer that vehicle needed to be towed. Advised vehicle needed to be taken to a dealer to determine what was wrong with vehicle. Advised with light on Air/Bag/ Seat belt restraint might not activate if needed, and could activate accidentally. Customer stated he was away from home at this time/ confirmed 100 miles. Writer explained trip interruption. Advised customer I would document conversation and if he refused tow we would not be responsible for anything that might happen regarding this issue. Customer stated he would call back

12/31/2006    14:44:08    Angela Londono    7851

Customer called stating that he drove to dealer w/ SRS Light and requested a loaner vehicle. Writer advised customer that dealers are closed and he would have to rent a vehicle. Customer also requested writer to call dealer and have them work on vehicle first thing Tuesday morning. Writer provided customer with dealer number and advised him that writer will not be here Tues morning. Customer very unhappy

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1735350    **Cus Ident** 33155654    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Mount Prospect IL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 22420    AUTOHAUS ON EDENS, LLC    NORTHBROOK IL  
**Sell Dlr** 22122    MERCEDES-BENZ OF ST. CHAF ST. CHARLES IL

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J85X [REDACTED]  
**Mileage** 23170    **Prod Date** 6/29/2004    **Warr Date** 4/22/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Alternate Transportation Issues	04/27/2007 17:47:00	Carol Ann Carroll	4673
	Excessive Wait for Vehicle Repair	04/27/2007 17:47:00	Carol Ann Carroll	4673
	Commitments Not Fulfilled As Promised	04/27/2007 17:47:00	Carol Ann Carroll	4673
<b>Dealer Parts</b>	Part(s) on Backorder	04/27/2007 17:46:47	Carol Ann Carroll	4673
	Long Wait Time for Part(s)	04/27/2007 17:46:47	Carol Ann Carroll	4673

## Summary Notes

4/27/2007    17:46:30    Carol Ann Carroll    4673

Mr. [REDACTED] called and stated that his vehicle was brought to dealer in the beginning of April. Customer stated he had been in a minor accident where his side airbags deployed and Insurance Co. had him bring vehicle to an independent repair shop. Stated when work was completed, the SRS light was still on and he brought to dealer. Stated that was beginning of April. Customer claims that he asked for a loaner and kept being told they would call him when one was available. Customer stated he just found out that dealer needs to order a part / SRS Sensor?/ which will not be in until the end of May. Customer stated he became upset on phone and again asked for a loaner vehicle. Customer claims he was advised there is a 4 week waiting period for a loaner. Customer stated GM Pete got on phone and advised customer he would try to expedite part.

Customer stated that Gregg, who he has been working with has lied to him and has been very rude.

Writer apologized to customer for the delay. Writer inquired if customer had spoken to SM regarding why it took so long to order part. Customer stated he had not and does not want to call dealer again. Writer advised customer that I would put in an inquiry as to time frame of part but that dealer is the one who would be notified of ETA. Writer provide customer with Parts Mgr. Bruce Brocks name for contact. Writer also advised customer that dealers are individually owned/operated and loaner vehicle issues are part of their daily management and not something MBUSA controls.

## Summary Notes

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4/30/2007 08:51:41 Robyn Letz 6209

Sent To PAC

4/30/2007 10:49:55 Robyn Letz 6209

Response: from SPOM:

Robin,

I have been in contact with the dealer. The real story is -

Customer was involved in an accident. Vehicle was repaired at an independent shop. It was there for 2 mo. I was then brought to the dealer two weeks ago. It was determined that the car needs a wiring harness. The part has been ordered and has an ETA of the end of MAY. The dealer has placed the part on special procurement, b wiring harnesses are usually hand made by the vendor and not stocked. The customer is upset and demanding loaner vehicle.

This is an issues that he needs to address with his insurance co.

Had the vehicle been at a Certified collision center - This issue may not have happened.

5/2/2007 11:38:10 Robyn Letz 6209

From PAC:

They do not have this customer listed

## Summary Note Information

### Mercedes Benz of U.S.A

**Note ID** 1930458     **Cus Ident** 35300060     **Legal**     **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Glendale     CA [REDACTED]  
**Phone** [REDACTED]     **Phone Location** Mobile  
**Assign Dlr** 05758     CALSTAR MOTORS, INC.     GLENDALE     CA  
**Sell Dlr** 05737     DOWNTOWN L. A. MOTORS     LOS ANGELES     CA  
**Last Sell Dlr**

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

#### Vehicle Information

**DBAG Vin** 2110561A [REDACTED]     **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 23000     **Prod Date** 2/2/2006     **Warr Date** 4/10/2006     **Model** E350W 2006

#### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	09/12/2007 17:01:20	Carol Ann Carroll	4673
	Excessive Wait for Vehicle Repair	09/12/2007 17:01:20	Carol Ann Carroll	4673



## Summary Notes

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9/12/2007 17:00:37 Carol Ann Carroll 4673

Mr. [REDACTED] called and stated that his vehicle has been at dealer since 8/2/07, he has been paying for lease and does not have a car to drive.

Customer claims that dealer cannot fix the car.

He also stated that dealer gave him a rental but he brought it back because it was too small and they will not give him a Mercedes.

Writer inquired what customer meant by dealer could not fix vehicle.

He stated his SA advised him that every time they repair something, another issue comes up.

Writer advised customer that loaner vehicles are up to individual dealers.

Customer stated he knew.

Writer inquired how we could assist him.

Advised I could call dealer to find out status and offer technical assistance if needed.

Customer asked what else we could do.

Writer inquired what it was he wanted.

Customer stated if dealer cannot fix he wants a new vehicle.

Writer confirmed that lease was under different name and that he has a different address from lease.

Customer confirmed.

Writer advised customer that I would call dealer to find out status of vehicle.

Advised that if customer was requesting to be taken out of vehicle lease/owner would have to make this request.

Customer stated he would wait to hear from me.

Advised I would call him tomorrow.

9/12/2007 17:04:45 Carol Ann Carroll 4673

Writer called SM Glenn and left a message for a callback.

Gave SM a recap of above.

9/13/2007 12:08:07 Carol Ann Carroll 4673

SM Glenn called writer.

He advised vehicle does have different issues and they are working with the TAC to resolve.

Advised there was a trans oil leak which went into the wiring harness.

A new alternator was delivered to dealer yesterday which they will be installing and will continue testing vehicle.

Glenn advised that when vehicle's repairs are complete, he will discuss down time compensation with SPOM.

Writer called customer and advised customer of my extension.

Advised dealer is working on vehicle and will speak with him regarding downtime compensation when vehicle is repaired.

9/17/2007 16:29:40 Carol Ann Carroll 4673

Mr. [REDACTED] called again and stated vehicle is still not repaired and he still has to make his lease payment.

Writer advised I spoke with SM Glen regarding compensation for down time.

Advised customer that he should speak with him once vehicle is repaired so that we know the exact amount of time he did not have vehicle.

Customer stated he would.

10/19/2007 14:33:20 Jennifer Burton 7843

Customer phoned requesting "status of buyback". customer claims that Service Manager Glen advised him that MBUSA will be buying back vehicle.

Writer did not see any documentation regarding buyback.

Writer spoke with Assistant Service Manager Kozet (SM Glen Matsuda not at dealer today). Kozet advised she will have to look into and will call back. Writer provided direct number.

## Summary Notes

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10/29/2007 15:36:08 Carol Ann Carroll 4673

Mr. [REDACTED] called customer relations and again advised that dealer SM Glen advised MBUSA would buy back his vehicle.

He is requesting that all the paperwork be done at Downtown LA Motors. He stated he wants to purchase new vehicle at that dealer.

Writer advised customer I would need to investigate his request further and get back to him.

Writer called SPOM , Ron R and left a VM for a callback.

10/30/2007 11:40:03 Carol Ann Carroll 4673

SPOM, Ron called writer to update.

He advised that a buyback offer was made to owner, Elizabeth Berberyan, papers were filed to ISG and the owner then rescinded and advised SM Glenn she did not want the buyback.

Ms. [REDACTED] was left a message approximately 15 minutes ago to confirm that Mr. [REDACTED] is calling on her behalf and to finalize the buy back question.

SPOM also advised writer that the vehicle will need to be turned into Calstar Motors , if customer goes through with the buyback, as this is where the inspection and paperwork has been done.

If transaction is completed, customer will receive a check and she will then be free to purchase a new vehicle where ever she chooses.

SPOM will contact writer with an update.

11/2/2007 14:47:12 Carol Ann Carroll 4673

Writer E Mail SPOM to inquire if there was an update. He replied:

The customer/owner has not responded to two messages. Nothing else to do at this time.

Best regards,

Ron

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2606409    **Cus Ident** 29085936    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Valley Stream    NY [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 55124    LAKEVIEW AUTO SALES AND S    ROCKVILLE CEI NY  
**Sell Dlr** 55124    LAKEVIEW AUTO SALES AND S    ROCKVILLE CEI NY

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J56X [REDACTED]  
**Mileage** 26009    **Prod Date** 2/1/2005    **Warr Date** 8/1/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Alternate Transportation Issues	05/01/2008 12:08:14	Carol Ann Carroll	4673
	Personnel Issues or Complaints	05/01/2008 12:08:14	Carol Ann Carroll	4673
	Excessive Wait for Vehicle Repair	05/01/2008 12:08:14	Carol Ann Carroll	4673
	Excessive Time Spent Waiting at Dealer	05/01/2008 12:08:14	Carol Ann Carroll	4673

## Summary Notes

5/1/2008    12:07:44    Carol Ann Carroll    4673

Writer received letter from Ms. [REDACTED] addressed to Ernst Lieb.

Customer is very dissatisfied with the way she was treated by service advisor at dealer, claiming that she had to bring vehicle there 2X for SRS light and he has not treated her in the manner a luxury car owner should be treated. Claims vehicle was supposed to be ready for a car wash in 15 min. and waited an hour.

Vehicle was brought in at 7 am for a 3 hr repair and ended up being there until 5 pm. No loaner was provided and while she was waiting her SA left telling her there was nothing he could do the mechanic had the vehicle. She compliments a Samantha who has "integrity, diplomacy and tact."

Writer called dealer and spoke with Customer Care Manager , Carol. Scanned letter to her. She will speak with SM about doing something for customer and call writer back. Dealer will call customer.

5/6/2008    09:59:03    Carol Ann Carroll    4673

Writer spoke with Carol from dealer. She advised she called customer and all concerns have been reviewed. Customer is now satisfied.

Writer called customer and left a voice mail advising I was calling from Mr. [REDACTED] office. Advised I had called dealer to advise them of her dissatisfaction and have since spoken with them and have been told concerns have been address.

Invited customer to call me if this is incorrect and provided direct extension.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 2884233    **Cus Ident** 31127444    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Stafford    VA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 80215    MERCEDES-BENZ OF TYSONS    VIENNA    VA  
**Sell Dlr** 80215    MERCEDES-BENZ OF TYSONS    VIENNA    VA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 42514    **Prod Date** 8/3/2005    **Warr Date** 2/25/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	High Cost of Repairs	11/22/2008 13:45:20	Carol Ann Carroll	4673
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	11/24/2008 16:29:49	Carol Ann Carroll	4673

### Summary Notes

11/22/2008    13:45:08    Carol Ann Carroll    4673

Mr. [REDACTED] sent the following:

**Comments:**

I own a 2006 E350. It was told to me by MB service rep that there is a known safety problem with the wiring harness of the SRS. My question is why has a recall not been initiated to resolve this as instructions have been given to service departments on fixing the issue. It doesn't seem fair for MB, known for it's outstanding customer service, to make owners pay for a problem that has been identified by you and that has occurred frequently, rather than just recalling affected models to be brought in to get fixed before something happens. Thank you and I await your response.

Writer called dealer and spoke with acting SM Tom Molnar who is the Parts Mgr. He pulled RO and advised there is a malfunction display for SRS visit workshop and customer declined service at that time.

He will have SD call me on Monday to discuss.

11/22/2008    13:45:09    Carol Ann Carroll    4673

No Escalation Required

## Summary Notes

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11/24/2008 16:29:35 Carol Ann Carroll 4673

Writer spoke with SD Dave.  
He will have SA call customer and offer discount.

Sent to customer:

Dear Mr. [REDACTED]

Thank you for your recent e-mail concerning your E 350

We apologize for your dissatisfaction on the current needed repair. Work instructions are provided by Mercedes-Benz USA to our dealers on a regular basis. It is our responsibility to supply the dealers with work instructions for all repairs. This does not mean that we are recognizing a defect, but simply acting in due diligence.

Nevertheless, we called your dealer on your behalf to discuss your concern. They advised that the vehicle needs a new camshaft at this time. They have also advised they will be contacting you to offer assistance with this repair as a gesture of good faith. You should be hearing from them shortly, if not already.

We appreciate the opportunity to look into this matter. We wish you many years of safe and pleasant driving.

Sincerely,

Carol C.  
Mercedes-Benz USA

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 869495 **Cus Ident** 20174006 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Palm Springs CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05733 WALTER S AUTO SALES AND S RIVERSIDE CA  
**Last Sell Dlr** 05733 WALTER S AUTO SALES AND S RIVERSIDE CA

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

### Vehicle Information

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]  
**Mileage** 3096 **Prod Date** 1/14/2005 **Warr Date** 2/24/2005 **Model** CLS500i 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/16/2005 18:08:09	Ricardo Camacho	4679

### Summary Notes

4/16/2005 18:07:55 Ricardo Camacho 4679

Customer called Roadside with an SRS light on. Writer recommended customer to have vehicle towed. Customer refused and stated he would drive the vehicle into the dealership himself.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 876092 **Cus Ident** 26348127 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Anthony NM [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 75556 MERCEDES-BENZ OF EL PASO EL PASO TX  
**Sell Dlr** 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO  
**Last Sell Dlr** 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]  
**Mileage** 5391 **Prod Date** 12/2/2004 **Warr Date** 1/2/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	05/02/2005 15:14:36	Christine Dingler	6361
Dealer Parts	Part(s) not Available	05/02/2005 15:14:40	Christine Dingler	6361

**Summary Notes**

5/2/2005 15:14:25 Christine Dingler 6361

Mr. [REDACTED] phoned the CAC requesting MBUSA assistance. Customer alleges that he has been without this vehicle for 8 weeks for a part issue. See prior case 177809--airbag deployment issue.

Customer alleges also that he is getting MPG of 28-32 and is dissatisfied with this as the reason he purchased th vehicle was for fuel economy. Customer alleges that dealer, "was not able to pull any codes." Customer alleges that he teaches automotive technology and wants to know why dealer has not run any type of test on vehicle to determine if there are other factors affecting his MPG.

Writer left VM for SPOM for info.

Writer spoke with Parts Manager James CUILTY who advised that last part # 000 540 8605 harness for airbags, should be at dealer today or tomorrow.

Writer left VM for SM Keith Young requesting further info.

Writer spoke with SPOM who advised that he will contact dealer to follow-up.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 913043 **Cus Ident** 6438879 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Deerfield Beach FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY  
**Sell Dlr** 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]  
**Mileage** 3385 **Prod Date** 9/16/2004 **Warr Date** 11/16/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	08/05/2005 11:31:04	Christine Dingler	6361
	Excessive Wait for Appointment	08/05/2005 11:31:04	Christine Dingler	6361
	Overall Dissatisfaction with Service	08/05/2005 11:31:04	Christine Dingler	6361

## Summary Notes

8/5/2005 11:30:51 Christine Dingler 6361

Mr. [REDACTED] phoned the CAC stating that his vehicle is stating "Do not drive vehicle--SRS fault."

Customer stated that the earliest appointment with a loaner vehicle that he can get is on August 24th. Customer stated that dealer is aware of what his issue with vehicle is. Customer completely dissatisfied with dealer and response, understands that dealer is independently owned and operated and MBUSA can not force dealer to see vehicle sooner. Customer asked that writer share his dissatisfaction with dealer.

Writer apologized for inconvenience and experience and advised that writer would share his comments.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 914506    **Cus Ident** 5823569    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

Jackson                      MS [REDACTED]

**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dlr** 01317                      MC CONNELL AUTOMOTIVE CC MOBILE                      AL  
**Sell Dlr** 44101                      MERCEDES-BENZ OF JACKSON JACKSON                      MS  
**Last Sell Dlr** 44101                      MERCEDES-BENZ OF JACKSON JACKSON                      MS

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]                      **World Vin:** WDDDJ75X46A [REDACTED]  
**Mileage** 2000    **Prod Date** 2/1/2005    **Warr Date** 5/23/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	08/10/2005 09:50:19	Christine Dingler	6361
Vehicle Information Inquir	Vehicle Features Inquiry	08/10/2005 09:50:25	Christine Dingler	6361
Dealer Contact to CAC	Updated Vehicle / Customer Record	08/11/2005 11:22:15	Robyn Letz	6209

**Summary Notes**

8/10/2005    09:50:01    Christine Dingler    6361

Ms. [REDACTED] phoned the CAC expressing great dissatisfaction with loaner offered by Mobile AI. Customer stated that she has less than 2,000 miles on car, SRS light is on, and customer experienced flat tire.

Customer alleges that independent shop inspected tire and found damage other than customer driving one block on tire because it had no tire pressure.

Customer also stated that her Sirius is not operating.

Customer also explained that she has been having medical concerns (bleeding kidney's, physical therapy 3 X a week because of boating accident, surgery on Monday) and is currently going through divorce.

Writer apologized for her experience. Writer advised that dealer's are independently owned and operated and se their own loaner vehicle policy's. Writer advised that writer would document her dissatisfaction and share with dealer. Writer advised that SRS light should be addressed as soon as possible.

Customer stated that she has not yet made appointment but will.

Writer spent approx 20 additional minutes walking customer through operations of Navi unit.

8/11/2005    11:22:00    Robyn Letz    6209

Pete from dealer called, they will make an exception to their loaner vehicle policy for this customer due to low mileage on the vehicle.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 924684 **Cus Ident** 28574952 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Mahopac NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 75126 Emp Leases - DCFS Trust MBUS.  
**Last Sell Dlr** 34205 MERCEDES-BENZ OF HAGERS HAGERSTOWN MD  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]  
**Mileage** 32 **Prod Date** 6/15/2005 **Warr Date** 8/24/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenanc	Vehicle Relationship Update	09/06/2005 10:23:50	Christine Dingler	6361

## Summary Notes

9/6/2005 10:23:33 Christine Dingler 6361

Ms. [REDACTED] phoned the CAC stating that her SRS light came on, contacted closest dealer, was advised that she couldn't get appointment until next Wed , and no loaner would be available. Customer stated that she got vehicle through family lease program.

Writer advised that dealer's are independently owned and operated and solely responsible for alternate transportation policy and scheduling. Writer did offer to provide phone #'s of other dealer--customer declined. Customer did not disclose what dealer she contacted for assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 948978 **Cus Ident** 35814192 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Penn Valley PA [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** 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 99 **Prod Date** 1/28/2005 **Warr Date** 9/17/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	11/08/2005 08:16:12	Christine Dingler	6361

## Summary Notes

11/8/2005 08:16:08 Christine Dingler 6361

Mr. [REDACTED] phoned the CAC alleging that his SRS light is on and dealer is unable to provide loaner vehicle until 17th of Nov.

Customer alleges he contacted another dealer and they haven't advised if they have loaner for customer. Customer expressed great disappointment stating he should have purchased a Lexus and will allegedly tell his friend not to pick up his vehicle because of this.

Writer apologized for experience. Writer advised that loaner vehicle's are provided by dealer, not MB and advise that his comments would be documented.

# Summary Note Information

**Mercedes Benz of U.S.A**

**Note ID** 1062849    **Cus Ident** 25670083    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Savoy    IL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 22439    SULLIVAN-PARKHILL IMPORTS, CHAMPAIGN    IL  
**Sell Dlr** 22439    SULLIVAN-PARKHILL IMPORTS, CHAMPAIGN    IL  
**Last Sell Dlr** 22439    SULLIVAN-PARKHILL IMPORTS, CHAMPAIGN    IL  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J55A [REDACTED]  
**Mileage** 12240    **Prod Date** 6/9/2004    **Warr Date** 9/30/2004    **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	01/31/2006 12:42:47	Christine Dingler	6361
Internet	Internet Inquiry	01/31/2006 12:42:51	Christine Dingler	6361

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/31/2006 12:42:42	Christine Dingler	6361

## Summary Notes

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1/31/2006 12:42:32 Christine Dingler 6361

Corres # 287691

It has been one month since I took my car in to the Mercedes Dealer Ship here in Champaign – because the SR light came on stating that my restraint system has malfunctioned and I should take it in immediately – I did that, I was given an appointment which was one week out took the car in , they called me after about 2 hrs and said the car was ready – ready meant that a part had to be ordered. – One week later I stopped by to see if the part was in, I was told that all of the Mercedes were in need of the same part that I was needing and that it is not clear when I would be able to get the car serviced. .... I have a Survey in my hands to fill out.... How can I give a positive answer to any of the questions.....? The car I purchased was very expensive as you know – I just expected better service.

[REDACTED]  
Savoy, IL  
[REDACTED]

1/31/2006 13:57:40 Robyn Letz 6209

From PAC:

(writer asked if part was control module)

Its not a control module , but the wires to it...part 0015408705. Part was released today on Paragon 1800782.....dealer will have tomorrow.

2/1/2006 11:13:05 Christine Dingler 6361

Writer spoke with Service Manager Randy West who advised that he is aware of customer. Parts have not yet arrived, but will contact customer as soon as they do arrive.

Writer has left VM for Mrs. [REDACTED] requesting contact to writer.

2/1/2006 15:44:26 Christine Dingler 6361

Customer left writer VM. Writer returned customer's VM.

2/1/2006 16:09:28 Christine Dingler 6361

Writer spoke with Mrs. [REDACTED]. Writer apologized for delay and advised of above information. Mrs. [REDACTED] thanked writer for contact and advised that she would contact writer back after repairs are completed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1076382 **Cus Ident** 14768577 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05765 AUTOBAHN MOTORS BELMONT CA  
**Last Sell Dlr** 02103 MERCEDES-BENZ OF ANCHOR. ANCHORAGE AK

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

### Vehicle Information

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J65X [REDACTED]  
**Mileage** 1 **Prod Date** 3/21/2005 **Warr Date** 5/13/2005 **Model** E500W4 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/10/2006 12:38:11	Christine Dingler	6361

### Summary Notes

2/10/2006 12:37:50 Christine Dingler 6361

Mr. [REDACTED] phoned the CAC via TeleAid advising that SRS light is on. Write advised customer not to drive vehicle  
Customer stated they were on way to trip but would drive to dealer.

## Summary Note Information

### Mercedes Benz of U.S.A

**Note ID** 1386323    **Cus Ident** 9373069    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Stuart                                  FL [REDACTED]  
**Phone** [REDACTED]                                  **Phone Location** Residence  
**Assign Dir** 56113                                  MERCEDES-BENZ MANHATTAN NEW YORK                  NY  
**Sell Dir** 14323                                  MERCEDES-BENZ OF PALM BE. WEST PALM BE FL  
**Last Sell Dir**

**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2112561A [REDACTED]                                  **World Vin:** WDBUH56J26A [REDACTED]  
**Mileage** 3525    **Prod Date** 3/29/2005    **Warr Date** 10/20/2005    **Model** E350S    2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Negative Customer Experience	09/13/2006 12:41:51	Christine Dingler	6361

### Summary Notes

9/13/2006    12:41:34    Christine Dingler    6361

Gail Fernandez of MB Manhattan phoned the CAC to advise of customer contact.

Customer phoned dealer advising that his SRS light is on and wanted to make appt w/ dealer - they advised they only have evening appts available - customer not satisfied.

Gail advised customer that as he is traveling from FL to NY (currently in MD) to stop and a local dealer for assistance - advised customer of trip interruption.

Customer not satisfied.

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1513810 **Cus Ident** 10716117 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Moorestown NJ [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIK NJ

**Last Sell Dlr****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2193761A [REDACTED] **World Vin:** WDDDJ76XX6A [REDACTED]  
**Mileage** 9519 **Prod Date** 1/12/2005 **Warr Date** 2/23/2005 **Model** CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/13/2006 13:37:50	Christine Dingler	6361

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/13/2006 13:37:50	Christine Dingler	6361

**Summary Notes**

12/13/2006 13:37:40 Christine Dingler 6361

Mr. [REDACTED] phoned the CAC stating that he fastened the rear seatbelts in this vehicle yesterday to stop them from rattling - no one sits in the rear of the vehicle. Customer stated that the SRS light came on and has stayed on.

Writer suggested unfastening then fastening them again and restarting vehicle to see if this corrects - maybe connection was poor. Writer advised that if this does not correct, to contact RAP and have vehicle towed to deal - MBUSA does not recommend driving w/ this light on.



**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 1600640    **Cus Ident** 10911328    **Legal**  
**Customer** Mr. [REDACTED]    [REDACTED]    **Note Type** Summary Note  
**Address** [REDACTED]

Tulsa

OK [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 65100    JACKIE COOPER IMPORTS    TULSA    OK  
**Sell Dlr** 65100    JACKIE COOPER IMPORTS    TULSA    OK  
**Last Sell Dlr** 54101    MERCEDES-BENZ OF ALBUQUE    ALBUQUERQUE NM

**Note to Market Ind:                      Amount****Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J56A [REDACTED]  
**Mileage** 3239    **Prod Date** 5/10/2006    **Warr Date** 7/29/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	02/12/2007 10:21:45	Christine Dingler	6361

**Summary Notes**

2/12/2007 10:21:34 Christine Dingler 6361

Mr. [REDACTED] phoned the CAC stating that his SRS light is on and dealer can not get him into a loaner vehicle until Friday, 2/16.

Writer apologized for his dissatisfaction. Writer advised that MBUSA does not have a loaner vehicle/alternate transportation policy - it is set by individual dealers , they determine how and when.

Customer not satisfied stating that this will be last MB he purchases.

## Summary Notes

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2/22/2007 16:11:59 Christine Dingler 6361

Corres # 316464

Title: MR

First Name: [REDACTED]

Address 2:

City: Tulsa

State: OK

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I thought Mercedes-Benz was a company who knew how to treat their customers properly and with a commitment to customer service. If that is the case, it appears that you need to educate Jackie Cooper Mercedes-Benz to that fact; as well as the folks that answer the phone at you 800 customer assistance number. The SRS malfunction warning light came on yesterday (Sunday). Obviously this is a safety issue, yet Jackie Cooper Mercedes-Benz doesn't think so, nor your customer assistance person. Jackie Cooper said they couldn't get me a loaner car until Friday. I called customer assistance and they said they couldn't help me. It was an issue with the dealership. Now, with the Lexus GS430 we traded in for the E320CDI, we had a loaner car waiting for us and running to warm it up in this cold weather. This is for an oil change, not a safety issue. Clearly, Lexus understands customer service. I had to call Jackie Cooper twice to get some assistance. First, I asked for the manager of Mercedes-Benz and was routed to his phone number, only to get a voicemail that he wouldn't be in until Tuesday. Then, I called again and finally got a person that would help. I took the car in this evening and received a loaner vehicle. This was an extremely frustrating series of events and tells me that Jackie Cooper Mercedes-Benz and Mercedes-Benz USA really have a long way to go to match up to your competition and earn our repeat business.

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: WDBUF26J56A [REDACTED]

2/22/2007 16:12:17 [REDACTED] 6361

Dear Mr. [REDACTED]

Thank you for your e-mail.

We regret to learn of your continued dissatisfaction. Please be assured that your comments have been fully documented in our reporting system and shared appropriately.

The opportunity to correspond.

Sincerely,

Christine D.  
Customer Relations Liaison  
Mercedes-Benz USA, LLC  
1 (800) 367-6372 ext. 6361

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3168751    **Cus Ident** 34599149    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Gainesville    FL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr** 14132    DUVAL MOTORCARS    GAINESVILLE    FL  
**Sell Dlr** 15311    CROWN EUROCARS INC.    SAINT PETERSE    FL  
**Last Sell Dlr** 15311    CROWN EUROCARS INC.    SAINT PETERSE    FL

**Note to Market Ind:**    **Amount**    225.00

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 51446    **Prod Date** 3/24/2005    **Warr Date** 7/30/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/21/2009 12:12:24	Christine Dinger	6361
Advocating for Customer	Vehicle \$	06/16/2009 12:36:00	Christine Dinger	6361

## Summary Notes

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5/21/2009 12:12:18 Christine Dingler 6361

Corres # 386538

Prefix: Dr.

First Name [REDACTED]

City: Gainesville

State: FL

Zip Code: [REDACTED]

Primary Phone Type: Home

Primary Phone Best Time: AM

Secondary Phone:

Secondary Phone Type:

Secondary Phone Best Time:

Comments:

I would like to register a complaint about required repairs that arose just after my warranty expired. Knowing that my warranty would expire at 50,000 miles, I took the car in for a complete check-up on March 19, 2009 at 49,166 miles - the dealer said everything was fine. A required service was due at about 52,000 miles. I was surprised to be advised by the dealer at that service that both batteries needed to be replaced. Perhaps the dealer missed the pending failure of the batteries or they expired at an unfortunate (for me) time. Either way the timing of this issue suspect. This sort of "coincidence" used to arise with the former big three domestic auto makers but I never expected it to occur with a Mercedes and am very disappointed. This is my fourth Mercedes. Other than this issue and wipers that come on when they shouldn't, I have been very happy with the car.

5/21/2009 12:12:25 Christine Dingler 6361

No Escalation Required

5/21/2009 13:03:27 Christine Dingler 6361

Writer spoke with ServA Mike who advised that dealer completed repairs to SRS light and steering column concern - did not test batteries.

Mike has left msg for customers ServA Kevin to phone writer back.

5/21/2009 18:15:29 Christine Dingler 6361

Writer spoke with ServA Kevin who advised that dealer did run basic diagnostic and did not detect any battery concern. Kevin advised that when vehicle came in for service they ran additional test which indicated both batteries needed replacement.

5/26/2009 12:54:46 Christine Dingler 6361

Dear Dr. [REDACTED]

Thank you for your recent e-mail.

We regret the circumstances that prompted your contact. Lacking direct involvement in the situation you described prevents us from commenting with specifics. Therefore, we did speak with Duval and shared your concerns with them. It is our recommendation that you speak directly with your Service Advisor Kevin who is in the best position to explain what was found upon their inspections of your vehicle.

Dr. [REDACTED] your patronage of our products means a great deal to us. We appreciate you taking the time to share your concerns.

Sincerely ,

Christine D.  
Mercedes-Benz USA, LLC

## Summary Notes

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5/28/2009 19:31:46 Christine Dingler 6361

Corres # 387091

Thank you for replying to my email although the content of your response was not acceptable. The bottom line is that the batteries failed shortly after the warranty period expired. I am not responsible for their design and manufacture - you are. Therefore, I look to MB for resolution to this case. I have already talked to the dealer and does no good to send me back to him. I do not intend to allow you to play ping pong with me as the ball - where you bounce me back and forth between you and the dealer.

I would like to be reimbursed for the cost of the batteries. Whether it is you or the dealer that is responsible is not my concern. I would simply like to receive the value that your advertising claims is present in your automobiles. If not, I will be shopping on your competitors lot when it comes time to replace this car. Thank you.

David Nye, PhD, MBA

5/29/2009 13:28:09 Christine Dingler 6361

Left Vm for P.Hults.

5/29/2009 13:38:38 Christine Dingler 6361

Writer left VM for ServM James Brown.

6/2/2009 11:24:33 Christine Dingler 6361

Writer has left VM for ServM Jim.

6/4/2009 17:25:19 Christine Dingler 6361

Writer sent message to SPOM Dave Woolsey.

6/8/2009 18:46:08 Christine Dingler 6361

Writer spoke with ServM - will review tomorrow.

6/11/2009 12:01:22 Christine Dingler 6361

Left VM for ServM.

6/16/2009 12:35:31 Christine Dingler 6361

Writer spoke with ServM Jim - C1A and dealer will split cost of repair - total \$450. ServM to contact customer to advise.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3652664    **Cus Ident** 47356633    **Legal**  
**Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Richmond TX** [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 14125    **MERCEDES-BENZ OF SARASOT**    **SARASOTA**    **FL**

**Last Sell Dlr**

**Note to Market Ind:                                  Amount**

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 45588    **Prod Date** 6/10/2005    **Warr Date** 8/31/2005    **Model** E350W    2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fulfillment/Customer Req	Warranty History Request	03/26/2010 10:36:26	Christine Dinger	6361
	Request for Maintenance History	03/26/2010 10:36:19	Christine Dinger	6361
Internet	Internet Inquiry	03/26/2010 10:35:59	Christine Dinger	6361

## Summary Notes

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3/26/2010 10:35:54 Christine Dingler 6361

Corres # 412591

Prefix: Mr.

First Name: [REDACTED]

City: richmond

State: TX

Zip Code: [REDACTED]

Primary Phone Type: Mobile

Primary Phone Best Time: AM

Secondary Phone:

Secondary Phone Type:

Secondary Phone Best Time:

Vehicle Information:

VIN: WDBUF56J56A [REDACTED]

Comments:

I WOULD LIKE TO HAVE THE SERVICE RECORDS FOR THIS AUTO. THE DEALERSHIP THAT I PURCHASED IT FROM SUGGESTED I CONTACT YOU AS THEY DID NOT HAVE ONE FOR THIS AUTO. THERE ARE ONLY 26,000 MILES SHOWING AND IT APPEARS THERE IS A SCHEDULE MAINTENANCE REQUIRED.

3/26/2010 10:36:34 Christine Dingler 6361

No Escalation Required

## Summary Notes

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3/26/2010 10:49:18 Christine Dingler 6361

Dear Mr. [REDACTED]:

Thank you for your recent e-mail.

While we do not have the full maintenance records or actual invoice copies to provide (these are kept at the dealership performing the work), below is the warranty history of repairs covered by Mercedes-Benz USA, LLC.

Date	Mileage	Dealership	Description
06/03/2008	22,117	Houston, TX	Evaporator, A/c System
12/23/2005	3,443	Sarasota, FL	Front Torsion Bar Linkage/plate
12/23/2005	3,443	Sarasota, FL	Control Unit Automatic Transmission
12/08/2005	3,074	Sarasota, FL	Mb Service Welcome, First Service Visit
12/08/2005	3,074	Sarasota, FL	Spring-loaded Arm, Front Axle
12/08/2005	3,074	Sarasota, FL	Contact Spiral/volute Spring, Airbag
12/08/2005	3,074	Sarasota, FL	Interior Lamp/roof Operating Unit Rear
11/22/2005	2,796	Sarasota, FL	Shock Absorber, Rear
11/22/2005	2,796	Sarasota, FL	Backrest Frame, Front Seat
11/18/2005	2,657	Sarasota, FL	Shock Absorber Fastening, Rear
11/18/2005	2,657	Sarasota, FL	Rubber Mount, Spring-loaded Arm, FrontAxle
11/18/2005	2,657	Sarasota, FL	Hydraulic Unit, Traction System
10/05/2005	1,024	Sarasota, FL	Sensor, Rotation Angle
09/24/2005	701	Sarasota, FL	Lock Striker, Front Door, Left
09/24/2005	701	Sarasota, FL	Control Unit, Emergency Call System
09/14/2005	382	Sarasota, FL	Wheel, Disk Wheel, Light Alloy With Tires

We hope to have been some help; best wishes to you for your future safe and pleasant driving!

Sincerely ,

Christine D.  
Executive Case Manager  
Mercedes-Benz USA, LLC  
1 (800) 367-6372 ext. 6361



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1051502    **Cus Ident** 26337220    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Atlanta    GA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 17302    R B M OF ATLANTA, INC.    ATLANTA    GA  
**Last Sell Dlr** 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 1988    **Prod Date** 2/3/2005    **Warr Date** 2/28/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	01/22/2006 20:21:28	Elyse Brancaccio	4612

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/22/2006 20:21:17	Elyse Brancaccio	4612

## Summary Notes

1/22/2006    20:20:22    Elyse Brancaccio    4612

Mr. [REDACTED] called at approximately 750 pm est , stating that his SRS light was on in the vehicle. Writer explained the possible danger and offered to have the vehicle towed. client refused , stating he would continue to drive the vehicle as is and he wo

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 889413 **Cus Ident** 28365777 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Temple City CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA  
**Last Sell Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 1 **Prod Date** 3/21/2005 **Warr Date** 4/30/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Mechanical Problem	06/04/2005 17:42:29	Juan De Los Santos	6355

**Summary Notes**

6/4/2005 17:42:12 Juan De Los Santos 6355

Owner stated she just got the car out of the car wash and now the SRS light is on I explained what it stood for an strongly suggested having the car towed in the owner understood and stated she will just drive it in. Juan D

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 890380 **Cus Ident** 11822561 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Massapequa NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55111 MERCEDES-BENZ OF MASSAPEQUA AMITYVILLE NY

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 1 **Prod Date** 7/21/2004 **Warr Date** 9/23/2004 **Model** E320W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	06/07/2005 20:03:41	Juan De Los Santos	6355

### Summary Notes

6/7/2005 20:03:32 Juan De Los Santos 6355  
 SRS light on but after explaining to the owner what it meant and recommending a tow the owner declined

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 926796 **Cus Ident** 26300764 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Los Angeles CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05703 AUTO STIEGLER, INC. ENCINO CA  
**Last Sell Dlr** 05703 AUTO STIEGLER, INC. ENCINO CA

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

### Vehicle Information

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J45A [REDACTED]  
**Mileage** 4703 **Prod Date** 9/9/2004 **Warr Date** 12/22/2004 **Model** E500W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/10/2005 23:36:05	Juan De Los Santos	6355

### Summary Notes

9/10/2005 23:35:56 Juan De Los Santos 6355  
srs light on owner declined tow after strongly recommending to have it towed in. juan d

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 995215 **Cus Ident** 28940073 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** Dillon SC [REDACTED]

**Sell Dlr** 59213 MERCEDES-BENZ OF FAYETTE FAYETTEVILLE NC

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 1 **Prod Date** 4/1/2005 **Warr Date** 6/24/2005 **Model** E350W 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/11/2005 18:35:28	Juan De Los Santos	6355

### Summary Notes

12/11/2005 18:35:22 Juan De Los Santos 6355  
SRS LIGHT ON CUSTOMER DECLINED TOW

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1007313    **Cus Ident** 29175862    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Des Plaines    IL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 22122    MERCEDES-BENZ OF ST. CHAR ST. CHARLES    IL  
**Last Sell Dlr** 22122    MERCEDES-BENZ OF ST. CHAR ST. CHARLES    IL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82JX5X [REDACTED]  
**Mileage** 1    **Prod Date** 11/22/2004    **Warr Date** 12/31/2004    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/19/2005 18:41:39	Juan De Los Santos	6355

## Summary Notes

12/19/2005    18:41:32    Juan De Los Santos    6355

owner stated she was involved in a minor accident and the SRS light is on now however after I explained what th message meant and how we would strongly recommend a tow she stated no since she is almost 50miles from home and will drive it in carefully.

nothing arranged owner may call back

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1042069    **Cus Ident** 26292420    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Hampton Cove    AL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 74323    MERCEDES-BENZ OF NASHVILI FRANKLIN    TN  
**Last Sell Dlr** 74323    MERCEDES-BENZ OF NASHVILI FRANKLIN    TN

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J25A [REDACTED]  
**Mileage** 24743    **Prod Date** 11/12/2004    **Warr Date** 12/10/2004    **Model** E320CD 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/15/2006 17:07:20	Juan De Los Santos	6355

### Summary Notes

1/15/2006    17:07:07    Juan De Los Santos    6355  
 SRS light on owner declined tow stating she will "carefully" drive the car to her job and leave it in their parking lot

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1359228    **Cus Ident** 27543913    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Encino    CA [REDACTED]  
**Phone** ([REDACTED])    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05733    WALTER S AUTO SALES AND S RIVERSIDE    CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 1    **Prod Date** 3/9/2005    **Warr Date** 4/27/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/24/2006 20:07:36	Juan De Los Santos	6355

## Summary Notes

8/24/2006    20:07:27    Juan De Los Santos    6355

SRS light on owner stated she has been driving the car in that condition for a week Mrs. [REDACTED] was made aware of what the light meant and extended a tow but she declined stating she will contact her dealer first. juan c



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1392150    **Cus Ident** 7815709    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Atlanta                      GA [REDACTED]  
**Phone** ([REDACTED])                      **Phone Location** Business  
**Assign Dlr**

**Sell Dlr** 05156                      MERCEDES-BENZ OF VALENCI, SANTA CLARIT/ CA  
**Last Sell Dlr** 05156                      MERCEDES-BENZ OF VALENCI, SANTA CLARIT/ CA

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

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED]                      **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 3952    **Prod Date** 4/18/2006    **Warr Date** 6/10/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/17/2006 21:03:19	Juan De Los Santos	6355

### Summary Notes

9/17/2006    21:03:12    Juan De Los Santos    6355

srs light owner was explained what it meant and was extended a tow but declined stating he will bring it to his dealer as soon as he can. Juan d

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 916237 **Cus Ident** 26284248 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Wolcott CT [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]  
**Mileage** 6300 **Prod Date** 11/16/2004 **Warr Date** 12/16/2004 **Model** E320W 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seat Belts	Seat Belts	08/14/2005 12:24:11	Kathleen Weller	6387

## Summary Notes

8/14/2005 12:22:36 Kathleen Weller 6387

Client called into Roadside through teleaid stating that SRS light is on. Client declined tow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 938136 **Cus Ident** 44102675 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Las Vegas NV [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55143 MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

**Last Sell Dlr**

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

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2193751A [REDACTED]	<b>World Vin:</b> WDDDJ75X86A [REDACTED]
<b>Mileage</b> 4954	<b>Prod Date</b> 4/8/2005 <b>Warr Date</b> 4/30/2005 <b>Model</b> CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	10/11/2005 09:21:00	Kathleen Weller	6387

### Summary Notes

10/11/2005 09:20:22 Kathleen Weller 6387

Client called into roadside stating that SRS lite is on. Writer advised to tow. Client declined but stated that he will drive it to dealer to have it checked.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2103431    **Cus Ident** 26360952    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05646    RUSNAK/ARCADIA    ARCADIA    CA  
**Last Sell Dlr** 05646    RUSNAK/ARCADIA    ARCADIA    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J05A [REDACTED]  
**Mileage** 48574    **Prod Date** 11/22/2004    **Warr Date** 1/5/2005    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Non-Warranty Related Issue	01/18/2008 12:21:13	Kathleen Weller	6387

**Summary Notes**

1/18/2008    12:18:41    Kathleen Weller    6387

Client called in on teleaid to check on his warranty. He stated that he has 56,000 miles on the vehicle. Writer stated that the warranty has expired since the mileage is over 50,000. Client stated that he has had a pre existin situation regarding the airbags and inquired about extending the warranty. Writer advised to speak with dealer ar call client relations.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3056076    **Cus Ident** 26085998    **Legal**    **Note Type** Summary Note  
**Customer** Ms [REDACTED]  
**Address** [REDACTED]

New York    NY [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 51140    CONTEMPORARY MOTOR CAR LITTLE SILVER NJ  
**Last Sell Dlr** 51140    CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

**Note to Market Ind:**    **Amount**

Vehicle Information	
<b>DBAG Vin</b> 2110701A [REDACTED]	<b>World Vin:</b> WDBUF70J15A [REDACTED]
<b>Mileage</b> 13886	<b>Prod Date</b> 8/5/2004 <b>Warr Date</b> 9/13/2004 <b>Model</b> E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	03/09/2009 08:37:51	Kathleen Weller	6387

**Summary Notes**

3/9/2009    08:37:12    Kathleen Weller    6387  
**Primary Phone:** [REDACTED]  
**Current Mileage:** 13886  
**Dealer(s) involved:** N/A

**Situation:**    Ms. [REDACTED] called into the CAC stating that SRS visit workshop light was on.

**Action Taken:**    Writer offered to tow. Client declined the tow.

3/9/2009    08:37:19    Kathleen Weller    6387

No Escalation Required

**Summary Note Information****Mercedes Benz of U.S.A**

**Note ID** 3207348 **Cus Ident** 45583738 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05643 BERBERIAN EUROPEAN MOTO STOCKTON CA

**Last Sell Dlr****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED]  
**Mileage** 57784 **Prod Date** 11/24/2004 **Warr Date** 1/19/2005 **Model** CLS500i 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/17/2009 13:42:50	Kathleen Weller	6387

**Summary Notes**

6/17/2009 13:42:47 Kathleen Weller 6387

Primary Phone: [REDACTED]  
 Current Mileage: 57784  
 Dealer(s) involved: N/A

**Situation:** Mr. [REDACTED] called into CAC on behalf of his sister Ms. [REDACTED]. He claims that his sister was in an accident recently and he is asking why the airbags did not allegedly deploy. He alleges that she sustained some neck injuries as a result. He claims that she was traveling 50 - 55 m.p.h. and hit a tree while trying to avoid hitting a dog. He stated that she is out of the country until the end of this month. He claims that the vehicle is currently EMC Collision Shop located in Fremont, CA. He stated that the contact person there is [REDACTED] and he can be reached at [REDACTED]. He would like a call back on his cell [REDACTED].

**Action Taken:** Writer escalated to CM for call back.

6/17/2009 13:43:44 Kathleen Weller 6387

Call back Date: 06/17/2009 time: 2:00 PM PST

6/17/2009 17:20:02 Justin Haase 6302

Writer received escalated call from above customer care rep.

Writer phoned customer on cell [REDACTED] as requested above and left a VM for callback with appropriate contact information and hours of operation.

Writer had to speak quickly on the VM because customers VM only allotted a short timeframe in which to do so.

6/17/2009 17:20:29 Justin Haase 6302

Additional call required Date: 06/18/2009 time: 12:00 PM EST

## Summary Notes

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6/18/2009

17:01:48

Justin Haase

6302

Referral Summary note rvwed By: Justin Haase on: 06/18/2009 : 17:01:45

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3569389    **Cus Ident** 44198172    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Dallas TX [REDACTED]

**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 75534    EWING AUTOHAUS    PLANO    TX  
**Last Sell Dlr** 75534    EWING AUTOHAUS    PLANO    TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 51578    **Prod Date** 8/24/2004    **Warr Date** 11/26/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Extended Limited Warranty Inquiry	02/01/2010 12:54:14	Kathleen Weller	6387

## Summary Notes

2/1/2010 12:53:56 Kathleen Weller 6387

What did the customer say? ms. [REDACTED] called into CAC asking for verify the ELW on this vehicle. She claims that the vehicle is currently at Holmes European for an airbag issue.

What was your response? Wrier verified warranty and stated that the service center would be able o determine if this issue is covered under this ELW.

What commitment(s) did you make to the customer (including timeframe)?

Customer's preferred callback date/time (by Time Zone):

Customer's preferred callback number:

2/1/2010 12:54:17 Kathleen Weller 6387

No Escalation Required



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3662039    **Cus Ident** 47354449    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Garland TX [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 75568    PARK PLACE MOTORCARS    DALLAS    TX  
**Sell Dlr** 51121    PRESTIGE MOTORS, INC.    PARAMUS    NJ

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J05A [REDACTED]  
**Mileage** 65000    **Prod Date** 11/19/2004    **Warr Date** 12/31/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	SBC Pump Extended Warranty	04/13/2010 19:24:01	Eric Rios	4672
Fulfillment/Customer Req	Request for Name/# of Local Dealer	04/01/2010 11:17:27	Kathleen Weller	6387
Vehicle Information Inquir	Recall/Service Campaign Inquiry	04/01/2010 10:09:55	Kathleen Weller	6387

## Summary Notes

4/1/2010 10:09:28 Kathleen Weller 6387

What did the customer say? Mr. [REDACTED] called into the CAC asking if there is an outstanding recall on this vehicle. He alleges that he is experiencing various issues with this vehicle and has been researching recalls on line. He claims that there is a recall regarding his specific issues. He alleges that he brought it into Ewing and was told that there are no outstanding recalls. He claims that the brake pedal goes to the floor and the steering wheel get tight. He asked where he should take it to.

What was your response? Writer advised that there are not outstanding recalls. Wrier explained that there is a warranty extension on the SBC hydraulic unit. Writer advised that he have the vehicle inspected at one of the authorized service centers again to determine what the issue could be. Wrier explained that is sounds that there may be more than one issue and repairs would most likely be at his expense.

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:

4/1/2010 10:09:59 Kathleen Weller 6387

No Escalation Required

4/1/2010 11:17:12 Kathleen Weller 6387

Mr. [REDACTED] called back asking for the phone number and address for Park Place in Dallas. Writer provided this info.

## Summary Notes

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4/13/2010 19:23:50 Eric Rios 4672

Mr. [REDACTED] called in and stated he continues to have problems with the SBC unit in his vehicle.

He stated he has brought the vehicle in to two different DLRs ( 75534 & 75568 ) and they have both declined to replace the SBC hydraulic unit under the extended warranty.

Mr. [REDACTED] stated the vehicle was last at DLR # 75568, and they would not address the problem.

Mr. [REDACTED] is asking that we have someone call the DLR on his behalf and make them aware of this ext. warranty

Writer informed him that the information will be sent to a CM for review and follow up.

He can be reached at [REDACTED]

4/13/2010 19:24:09 Eric Rios 4672

Call back Date: 04/13/2010 time: 8:00 PM CST

4/14/2010 16:23:21 Jennifer Burton 7843

Writer left VM for SrvM Nick (dealer 75534) and SrvM John (dealer 75568) requesting feedback.

4/14/2010 16:32:19 Jennifer Burton 7843

Writer left VM for Mr. [REDACTED] providing 800#/ext. Writer phoned [REDACTED] answered and referred writer to first number.

4/14/2010 16:32:28 Jennifer Burton 7843

Additional call required Date: 04/14/2010 time: 5:15 PM EST

4/15/2010 11:57:41 Jennifer Burton 7843

Writer spoke with SrvM John from Park Place Motorcars (75568). John stated that vehicle visited dealer 4/2/10 for unrelated issue (ESP light, ABS, Check Engine light). John stated that transmission fluid was leaking onto wiring harness creating issue with transmission control unit. Dealer recommended cleaning area and replacing unit. Dealer cleaned area however customer declined control unit replacement. John advised that customer declined any additional repairs.

4/15/2010 12:10:47 Jennifer Burton 7843

Writer spoke with SrvM Nick (Ewing Autohaus). Please see sumnote 3564574 dated 1/28/10 under Mrs. [REDACTED]

SrvM Nick advised that vehicle was at dealer in 1/2010. Nick stated that he met with both Mr. and Mrs. [REDACTED] and explained that vehicle needs ESP Control Module which does not fall under terms of SBC extended warranty and are unrelated. Nick stated that customer was challenging. Nick stated that customer declined any repairs and had vehicle towed out. customer was working with independent as well.

## Summary Notes

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4/15/2010 12:39:43 Jennifer Burton 7843

Writer spoke with Mr. [REDACTED] in length. Writer advised customer that writer had the opportunity to speak with management at both Ewing Autohaus and Park Place Motors in regards to the most recent visits. Writer advised customer of above feedback/diagnosis provided by Service Managers. Writer advised customer that extended warranty only covers the SBC hydraulic unit and no other related components.

Customer claims that dealers are "just trying to make money" and that is why they have found other things wrong but not the SBC hydraulic Unit.

Writer advised customer that it would be no benefit to not replace it if it was faulty as dealer would be paid.

Customer demand that MBSUA replace the SBC hydraulic unit.

Writer advised customer that as per dealers, this is not faulty and not contributing to the current issues with vehicle. Writer advised customer that MBUSA will only replace if faulty.

Customer stated that he was advised that SBC part was under recall and already repaired. Customer request confirmation.

Writer advised customer that SBC bracket was recalled however this has already been closed and repaired.

Customer demand that MBUSA replace SBC bracket.

Writer advised customer that dealer did not find faulty SBC bracket and recall is already closed therefore MBUSA respectfully declines.

Customer demand that MBUSA replace SBC hydraulic unit.

Writer advised customer no.

Customer voiced dissatisfaction stating that dealer is just trying to make money off of him and that is why they are recommending these other repairs. Customer demand that SBC unit be replaced and if it doesn't fix the issue then he will pay for it.

Writer advised customer that writer can contact SrvM on his behalf.

Customer voiced dissatisfaction and demand authorization. Customer claims that he is a mechanic and has also brought vehicle to a "transmission specialist". customer claims that dealers are lying.

Writer advised customer that we only have a working relationship with our authorized dealers. Writer advised customer that dealers are trained by MBUSA and have several different resources available to them. Writer advised customer that we have full confidence in our dealers and their diagnosis of vehicle.

Customer voiced dissatisfaction. Customer was very challenging. Customer stated that he "will be in touch" and hung up.

4/15/2010 12:41:03 Jennifer Burton 7843

NTMT

NTMT Ewing Autohaus and Park Place Motors. Summary note rwwed By: Jennifer Burton on: 04/15/2010 : 12:40:45

6/8/2010 16:32:46 Carol Ann Carroll 4673

Letter received by BBC. Please see note under Janice Croux, CID 37301284.