

PE10-017

HOGAN LOVELL  
FOR MERCEDES

7-19-2010

Attachment 04A -  
Customer Complaint  
Documents

PART 3 OF 8

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1018769    **Cus Ident** 26475384    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Byram Township NJ [REDACTED]

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

**Sell Dlr** 51138    INTERCAR, INC.    NEWTON    NJ

**Last Sell Dlr** 51138    INTERCAR, INC.    NEWTON    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J85A [REDACTED]  
**Mileage** 3000    **Prod Date** 10/22/2004    **Warr Date** 8/29/2005    **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	12/28/2005 17:38:11	Claudia Haskins	4660

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/28/2005 17:38:14	Claudia Haskins	4660

## Summary Notes

12/28/2005    17:37:58    Claudia Haskins    4660

Customer called in w/ SRS light. I advised of dangers of driving w/ light on and advised to have car towed into dealer. Customer refused a tow into dealer and advised he would drive car into dealer tomorrow morning. CXH 4660

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1117074 **Cus Ident** 6453096 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Farmingdale NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 55111 MERCEDES-BENZ OF MASSAPEQUOTT AMITYVILLE NY  
**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]  
**Mileage** 15000 **Prod Date** 6/15/2004 **Warr Date** 4/16/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/11/2006 17:33:36	Claudia Haskins	4660
Airbag / Restraint System:	Airbag Inquiry	03/11/2006 17:43:48	Claudia Haskins	4660
	Deactivation Notification	03/11/2006 17:43:48	Claudia Haskins	4660

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/11/2006 17:43:50	Claudia Haskins	4660

## Summary Notes

3/11/2006 17:33:37 Claudia Haskins 4660  
 Roadside - Other [See Roadside Ticket ID: 2742191]  
 SRS deactivation

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1128318    **Cus Ident** 30569075    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05101    FLETCHER JONES MOTORCAR    NEWPORT BEACH CA  
**Last Sell Dlr** 05171    MERCEDES-BENZ OF ENCINO    ENCINO    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 3000    **Prod Date** 11/23/2005    **Warr Date** 12/29/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	03/19/2006 20:14:03	Claudia Haskins	4660

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/19/2006 20:14:07	Claudia Haskins	4660

## Summary Notes

3/19/2006    20:13:56    Claudia Haskins    4660

Customer refused to have car towed . I advised customer of all the dangers of driving the car with the SRS light on. CXH 4660

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1138684    **Cus Ident** 29240220    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80201    AMERICAN SERVICE CENTER    ARLINGTON    VA  
**Last Sell Dlr** 80201    AMERICAN SERVICE CENTER    ARLINGTON    VA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J05A [REDACTED]  
**Mileage** 13530    **Prod Date** 11/25/2004    **Warr Date** 1/7/2005    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	03/27/2006 12:42:59	Claudia Haskins	4660

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/27/2006 12:43:02	Claudia Haskins	4660

## Summary Notes

3/27/2006    12:42:50    Claudia Haskins    4660

Customer was advised of all the dangers of driving car with the SRS message on, but he refused to have car towed. CXH 4660

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1339439    **Cus Ident** 29261167    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

**MIAMI**    **FL** [REDACTED]  
**Phone** ([REDACTED])    **Phone Location** Residence

**Assign Dlr**

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

**Last Sell Dlr** 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193761A [REDACTED]    **World Vin:** WDDDJ76X36A [REDACTED]  
**Mileage** 13000    **Prod Date** 12/16/2004    **Warr Date** 2/19/2005    **Model** CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Coverage Inquiry	08/22/2006 14:29:54	Claudia Haskins	4660
	Suspension Problem	08/22/2006 14:29:54	Claudia Haskins	4660
	Other	08/11/2006 10:16:00	Claudia Haskins	4660

### Summary Notes

8/11/2006 10:16:01 Claudia Haskins 4660  
Roadside - Other [See Roadside Ticket ID: 2916276]  
8/22/2006 14:29:00 Claudia Haskins 4660

Mrs. [REDACTED] (the cars driver) called back requesting to have the car towed into MBZ of Miami. Mrs. [REDACTED] state that she was unhappy w/ service, that they were not able to get parts to repair the issue, and that Bill Ussery refused to provide her a free loaner car. Customer's original complaint was that her airbags deployed inadvertent without being involved in an accident. Writer advised client that rap may help her tow the car into dealer but that she would have to pay for the tow that was already done to Bill Ussery and may also be responsible for the tow into MBZ of North Miami. Customer agreed to pay for both tows as long as her vehicle is towed into MBZ of Mian  
Writer advised Mustafa of issue with Mrs. [REDACTED]. Mustafa followed up with Bill Ussery and the actual problem with the car is the suspension and the shocks for her car are on backorder. There is NOT and airbag deployed in the car. Customer chooses to have her car towed into MBZ of Miami. Writer will call client back to advise to keep receipt of both tow bills to have her MBZ of Miami submit to warranty.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1361109    **Cus Ident** 33695067    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 36200    CHAMBERS MOTORCARS OF B SOMERVILLE    MA  
**Last Sell Dlr** 36200    CHAMBERS MOTORCARS OF B SOMERVILLE    MA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED]    **World Vin:** WDBUF76J15A [REDACTED]  
**Mileage** 12600    **Prod Date** 9/1/2004    **Warr Date** 10/4/2004    **Model** E55    2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	08/26/2006 11:01:57	Claudia Haskins	4660
	Declined Tow - SRS Light On	08/26/2006 11:08:10	Claudia Haskins	4660

**Summary Notes**

8/26/2006    11:01:57    Claudia Haskins    4660

Roadside - Other [See Roadside Ticket ID: 2933469]

8/26/2006    11:07:38    Claudia Haskins    4660

Customer stated his SRS light was on. Writer advised of all the dangers of driving with the SRS light on, but he refused to have the car towed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1386813    **Cus Ident** 8059899    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05749    HOEHN MOTORS, INC.    CARLSBAD    CA  
**Last Sell Dlr** 05749    HOEHN MOTORS, INC.    CARLSBAD    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 4150    **Prod Date** 7/5/2005    **Warr Date** 9/29/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/13/2006 15:06:59	Claudia Haskins	4660
	Declined Tow - SRS Light On	09/13/2006 15:09:40	Claudia Haskins	4660

**Summary Notes**

9/13/2006 15:07:00 Claudia Haskins 4660

Roadside - Other [See Roadside Ticket ID: 2954574]

9/13/2006 15:09:30 Claudia Haskins 4660

Writer advised client of all the dangers of driving with the SRS light on, be he refused to have the car towed. CXI-4660



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1401844 **Cus Ident** 23751230 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA  
**Last Sell Dlr** 05614 R. A. B. MOTORS, INC. SAN RAFAEL CA

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J76A [REDACTED]  
**Mileage** 50 **Prod Date** 1/30/2006 **Warr Date** 8/5/2006 **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/25/2006 07:41:48	Claudia Haskins	4660
	Declined Tow - SRS Light On	09/25/2006 07:45:54	Claudia Haskins	4660

**Summary Notes**

9/25/2006 07:41:48 Claudia Haskins 4660  
 Roadside - Other [See Roadside Ticket ID: 2967333]  
 9/25/2006 07:45:48 Claudia Haskins 4660

Customer stated that his SRS light is on. Writer advised client of all the dangers of driving with the SRS light on and advised to have car towed. Customer declined to have car towed, stating that he was currently driving the ca to the dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1459563    **Cus Ident** 33438152    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Easton    PA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 51146    RAY CATENA MOTOR CAR COF EDISON    NJ

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 3000    **Prod Date** 4/26/2005    **Warr Date** 8/8/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/06/2006 07:57:06	Claudia Haskins	4660
	Declined Tow - SRS Light On	11/06/2006 07:59:14	Claudia Haskins	4660

**Summary Notes**

11/6/2006    07:57:06    Claudia Haskins    4660  
Roadside - Other [See Roadside Ticket ID: 3015629]  
11/6/2006    07:59:06    Claudia Haskins    4660

Writer advised Mr. [REDACTED] of all the dangers of driving the car with the SRS light on, but customer refused to have the car towed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1007269 **Cus Ident** 28494542 **Legal** **Note Type** Roadside Assistance  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J85A [REDACTED]  
**Mileage** 6800 **Prod Date** 3/2/2005 **Warr Date** 6/2/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	12/19/2005 18:10:27	Alan Dripchak	4618

**Summary Notes**

12/19/2005 18:10:15 Alan Dripchak 4618

SRS light on, recommended tow, conf'd cust in with her service adviser (Edgar Cervantes) of House of Imports in Buena Park, Edgar told her the car is safe to drive (although airbags will not deploy in the event of a collision). A D. x4618

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

**Note ID** 1008962    **Cus Ident** 29058095    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Palm Beach

FL [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 51118

GLOBE MOTOR CAR CO.

FAIRFIELD

NJ

**Last Sell Dlr** 34203

EURO MOTORCARS, INC.

BETHESDA

MD

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110871X [REDACTED]**World Vin:** WDBUF87J36X [REDACTED]**Mileage**1 **Prod Date** 6/23/2005    **Warr Date** 8/15/2005    **Model** E350W4 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Airbag / Restraint System:</b>	Deactivation Notification	12/20/2005 18:11:34	Alan Dripchak	4618

**Summary Notes**

Date	Time	User	Phone
12/20/2005	18:11:26	Alan Dripchak	4618

SRS light on, recommended vehicle be towed to dealer for safety reasons , customer politely declined the offer and will drive to dealer himself when convenient.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1302152 **Cus Ident** 26457269 **Legal** **Note Type** Roadside Assistance  
**Customer** [REDACTED]  
**Address** [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED]  
**Mileage** 19107 **Prod Date** 1/14/2005 **Warr Date** 2/5/2005 **Model** CLS500 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/17/2006 18:33:06	Alan Dripchak	4618

**Summary Notes**

7/17/2006 18:33:00 Alan Dripchak 4618  
 SRS light on, cust declined tow. AI D. x4618

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 866576 **Cus Ident** 26496236 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Brooklyn NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J45X [REDACTED]  
**Mileage** 153 **Prod Date** 7/16/2004 **Warr Date** 8/24/2004 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	04/10/2005 14:00:56	Sayed M. Rohani	7812

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/10/2005 14:00:59	Sayed M. Rohani	7812

## Summary Notes

4/10/2005 14:00:47 Sayed M. Rohani 7812

Client called to let us know that "SRS" light was on. Client did not want vehicle towed and stated he would bring vehicle into dealership himself.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 879206 **Cus Ident** 28367769 **Legal** **Note Type** Summary Note  
**Customer Ms.** [REDACTED]  
**Address** [REDACTED]

Monroe LA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 32571 HOLMES EUROPEAN MOTORS, SHREVEPORT LA  
**Sell Dlr** 17302 R B M OF ATLANTA, INC. ATLANTA GA  
**Last Sell Dlr** 72320 BAKER MOTOR COMPANY OF C CHARLESTON SC  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]  
**Mileage** 1 **Prod Date** 9/28/2004 **Warr Date** 10/30/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	05/09/2005 17:30:05	Patricia Murdy	6394
Roadside	Declined Tow	05/09/2005 17:30:15	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/09/2005 17:29:54	Patricia Murdy	6394

## Summary Notes

5/9/2005 17:29:51 Patricia Murdy 6394

Customer called the CAC stating that her SRS light was on. Writer advised customer car should not be driven. Writer advised customer writer can arrange a tow for her. Customer stated that she wanted a loaner vehicle. Writer advised customer we do not arrange alternate transportation & she would need to inquire with the dealer what their policy is. Customer stated she would call the dealer & then call back.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 887087 **Cus Ident** 22682325 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA  
**Last Sell Dlr** 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]  
**Mileage** 2540 **Prod Date** 12/16/2004 **Warr Date** 2/19/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	05/31/2005 13:19:10	Sayed M. Rohani	7812

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/31/2005 13:19:13	Sayed M. Rohani	7812

## Summary Notes

5/31/2005 13:19:02 Sayed M. Rohani 7812

Client called through teleaid stating that she has a "SRS" warning light coming on inside her vehicle. I made client fully aware that when the "SRS" light comes on, MB considers it a safety issue and can only recommend a tow. Client declined tow and stated she would drive vehicle into dealership herself.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1032583 **Cus Ident** 29740047 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Phone Location** Business  
**Assign Dlr** Miami FL [REDACTED]

**Sell Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

**Last Sell Dlr**

**Note to Market Ind:** Amount

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 2393 **Prod Date** 5/20/2005 **Warr Date** 11/10/2005 **Model** E350W 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/08/2006 16:40:14	Sayed M. Rohani	7812

### Summary Notes

1/8/2006 16:40:07 Sayed M. Rohani 7812

Client called stating her "SRS" light was on. Advised client of tow, but client stated she will bring vehicle into deal tomorrow.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1036395    **Cus Ident** 14399208    **Legal**    **Note Type** Summary Note

**Customer** Mr [REDACTED]    **Address** [REDACTED]

East Brunswick    NJ [REDACTED]

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

**Assign Dlr**

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

**Last Sell Dlr**

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

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2193761A [REDACTED]	<b>World Vin:</b> WDDDJ76X46A [REDACTED]
<b>Mileage</b> 1037	<b>Prod Date</b> 6/30/2005 <b>Warr Date</b> 8/8/2005 <b>Model</b> CLS55 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/11/2006 10:25:46	Sayed M. Rohani	7812

**Summary Notes**

1/11/2006    10:25:40    Sayed M. Rohani    7812

Client called stating his "SRS" light was on. Client stated that he will drive the vehicle into the dealer, and does not want to have the vehicle towed in. Explained to client that Mercedes Benz can only recommend a tow because it is considered a safety issue. Client fully aware and still wanted to drive vehicle in.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1070324    **Cus Ident** 23781372    **Legal**    **Note Type** Summary Note  
**Customer** Ms    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Sands Point    NY [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 56106    HELMS BROS., INC.    BAYSIDE    NY  
**Last Sell Dlr** 56106    HELMS BROS., INC.    BAYSIDE    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J46X [REDACTED]  
**Mileage** 1    **Prod Date** 6/16/2005    **Warr Date** 8/25/2005    **Model** E350W4 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	02/06/2006 11:37:07	Sayed M. Rohani	7812

**Summary Notes**

2/6/2006    11:37:00    Sayed M. Rohani    7812

Client called stating her "SRS" light come on and off. I let client know that MB considers that warning light to be a safety issue and we can only recommend a tow, client stated she would bring vehicle into dealer herself.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1356994 **Cus Ident** 32456257 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Pearl River NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55106 MERCEDES-BENZ OF NANUET NANUET NY  
**Last Sell Dlr** 55106 MERCEDES-BENZ OF NANUET NANUET NY

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

### Vehicle Information

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]  
**Mileage** 9000 **Prod Date** 11/3/2005 **Warr Date** 12/14/2005 **Model** E350W4 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/23/2006 13:25:32	Sayed M. Rohani	7812

### Summary Notes

8/23/2006 13:25:25 Sayed M. Rohani 7812

Client stated that her SRS light is on. I advised client of safety issue, but client declined tow and stated she will bring vehicle into the dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1358338 **Cus Ident** 32040733 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Baton Rouge LA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 75534 EWING AUTOHAUS PLANO TX  
**Last Sell Dlr** 75534 EWING AUTOHAUS PLANO TX

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 5553 **Prod Date** 3/29/2006 **Warr Date** 4/29/2006 **Model** E350W 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/24/2006 13:05:58	Sayed M. Rohani	7812

**Summary Notes**

8/24/2006 13:05:53 Sayed M. Rohani 7812

Client called stating that SRS light came on. I advised client that MB can only recommend a tow. Client declined and stated he would bring vehicle into the dealership himself.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1391960    **Cus Ident** 25612996    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 75517    PATTERSON AUTO CENTER    WICHITA FALLS TX  
**Last Sell Dlr** 75517    PATTERSON AUTO CENTER    WICHITA FALLS TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED]    **World Vin:** WDBUH83J55X [REDACTED]  
**Mileage** 23000    **Prod Date** 7/13/2004    **Warr Date** 6/15/2005    **Model** E500S4 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/17/2006 17:15:02	Sayed M. Rohani	7812

## Summary Notes

9/17/2006    17:14:56    Sayed M. Rohani    7812

Client called through teleaid and stated that SRS defective light on. I advised client of safety issues and stated th MB can only recommend a tow. Client declined and stated she would take vehicle into dealer tomorrow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1439178 **Cus Ident** 31623566 **Legal** **Note Type** Roadside Assistance  
**Customer** Mrs. [Redacted]  
**Address** [Redacted]

Bakersfield CA [Redacted]  
**Phone** [Redacted] **Phone Location** Business  
**Assign Dlr**

**Sell Dlr** 05745 MERCEDES-BENZ OF BAKERSF BAKERSFIELD CA  
**Last Sell Dlr** 05745 MERCEDES-BENZ OF BAKERSF BAKERSFIELD CA

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

## Vehicle Information

**DBAG Vin** 2193751A [Redacted] **World Vin:** WDDDJ75X56A [Redacted]  
**Mileage** 22000 **Prod Date** 12/6/2004 **Warr Date** 1/31/2005 **Model** CLS500i 2006

## Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	10/22/2006 15:59:32	Sayed M. Rohani	7812

## Summary Notes

10/22/2006 15:59:27 Sayed M. Rohani 7812

Client called stating his wife's CLS 500 has a SRS light on. After explaining to client the safety issue. Client wanted to have vehicle towed into a MB dealership.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1509216 **Cus Ident** 26247231 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J35A [REDACTED]  
**Mileage** 68000 **Prod Date** 8/13/2004 **Warr Date** 11/18/2004 **Model** E500W 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/10/2006 13:53:09	Sayed M. Rohani	7812

## Summary Notes

12/10/2006 13:53:04 Sayed M. Rohani 7812

SRS light is on. Client declined tow, stated she will bring vehicle to dealer. I advised client that this is a safety issue, and MB only recommends a tow, but client states she has no other vehicle if this vehicle was to be towed.



# Summary Note Information

**Mercedes Benz of U.S.A**

**Note ID** 1838779    **Cus Ident** 20304190    **Legal**    **Note Type** Roadside Assista  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Boynton Beach    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55109    RALLYE MOTORS LLC    ROSLYN    NY

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J55A [REDACTED]  
**Mileage** 9148    **Prod Date** 12/20/2004    **Warr Date** 2/2/2005    **Model** E500W 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>
<b>Airbag / Restraint System:</b>	Airbag Inquiry	07/18/2007 11:24:23	Sayed M. Rohani	7812

**Summary Notes**

7/18/2007    11:24:04    Sayed M. Rohani    7812

Client called in stating that SRS light was on. I advised client that MB considers this a safety issue and we can only recommend a tow, at this point client declined and stated he will bring vehicle to the dealership himself.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 3369292 **Cus Ident** 46273558 **Legal** N **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Middletown NY [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 55212 FRIENDLY MOTORCARS WAPPINGERS F NY  
**Sell Dlr** 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]  
**Mileage** 63086 **Prod Date** 7/11/2005 **Warr Date** 12/21/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Issue Cannot Be Duplicated	09/21/2009 11:30:24	Deborah Sciarra	6292

### Summary Notes

9/21/2009 11:30:03 Deborah Sciarra 6292

Primary Phone: [REDACTED]  
 Current Mileage: 63086  
 Dealer(s) involved: N/A

Situation: Mr. [REDACTED] claims Friendly had vehicle for 5 hrs to fix srs light and when he took car vehicle home light came back on and now they want to charge him more money again for a new diagnosis. Client claims Friendly does not know what they are doing and his Service Advisor L Orvaski is unprofessional, mgrs are not around and he would like his money back from Friday so he can get it to another dealer. Client claims dealer has his vehicle now.

Action Taken: Writer apologized on behalf of mb and stated would document and have rep call him at 845-705-1012

9/21/2009 11:30:35 Deborah Sciarra 6292

No Escalation Required

9/21/2009 11:31:18 Deborah Sciarra 6292

Call back Date: 09/21/2009 time: 12:15 PM EST

9/21/2009 12:34:21 Norman Swartz 6341

The writer spoke with Mr. [REDACTED] he advised that he spoke with the S/M Brian. Brian is looking into this issue for him.

The writer spoke with Brian the S/M and he is handling this issue.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1002274 **Cus Ident** 29466535 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Richmond CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business  
**Assign Dlr**

**Sell Dlr** 05623 STEAD MOTORS OF WALNUT C WALNUT CREEK CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 55000 **Prod Date** 11/2/2004 **Warr Date** 12/1/2004 **Model** CLS500(2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	12/16/2005 04:18:08	Dawn Olson Rowe	4600

## Summary Notes

12/16/2005 04:17:41 Dawn Olson Rowe 4600

Driver in car called on teleaid claiming to be the customers son, however he did not give his name. He stated that the SRS light/visit workshop light was on. He also stated that the vehicle had been in the shop for this very issue "three times". I advised customer to have the vehicle towed for safety reasons. However I also advised customer that since the car has already been looked at by the dealer it is unlikely that this malfunction will occur. I did reiterate to the customer that there is always a possibility that since this SRS light is on the SRS system could malfunction while he is driving. The customer declined the tow and will take the car to the dealer...dawn

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 884287 **Cus Ident** 10911210 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Boca Raton FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 14349 MERCEDES-BENZ OF FORT LAUDERDALE FL  
**Last Sell Dlr** 14123 MERCEDES-BENZ OF PEMBROKE PINES FL

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

**Vehicle Information**

**DBAG Vin** 2193761A [REDACTED] **World Vin:** WDDDJ76X66A [REDACTED]  
**Mileage** 758 **Prod Date** 3/16/2005 **Warr Date** 4/13/2005 **Model** CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Mechanical Problem	05/22/2005 14:36:36	Rosemary Robinson	7809

## Summary Notes

5/22/2005 14:36:21 Rosemary Robinson 7809

Mr. [REDACTED] called into Roadside. The SRS light is illuminated. Rep advised a Tow. Contacted Dixon transport 954-270-8699, the eta is approx 1 hr & 1/2 going to Ft Lauderdale, FL. Customer expressed that this is the third concern with the vehicle and is depicting lemon law. Rep advised, to follow up with his service advisor at the dealer. (Rose ext 7809)

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1342109    **Cus Ident** 14363972    **Legal**    **Note Type** Roadside Assistance  
**Customer** [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 22409    LOEBER MOTORS, INC.    LINCOLNWOOD IL  
**Last Sell Dlr** 22409    LOEBER MOTORS, INC.    LINCOLNWOOD IL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J26X [REDACTED]  
**Mileage** 200    **Prod Date** 3/31/2006    **Warr Date** 6/30/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	08/13/2006 12:27:28	Michelle Lopusnak	7811

## Summary Notes

8/13/2006    12:27:11    Michelle Lopusnak    7811

MR. [REDACTED] called and stated that his airbags deployed and he is okay, writer asked customer what he was doing before the airbags deployed. Customer stated that he was making a turn into a construction zone and went over a hole that is covered by a metal sheet and the airbags deployed. Writer advised customer that we could arrange a tow but he would be responsible for the tow charges. Writer contacted North shore tow, 847-864-2828, contact is Scott. ETA is 1hr to an hour and a half. Car is being towed back to Loeber Motors.(Dealer

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 2755633 **Cus Ident** 14451141 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 62110 MERCEDES-BENZ OF WEST CH WEST CHESTER OH  
**Last Sell Dlr** 62110 MERCEDES-BENZ OF WEST CH WEST CHESTER OH

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

### Vehicle Information

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J06A [REDACTED]  
**Mileage** 48528 **Prod Date** 8/29/2005 **Warr Date** 5/31/2006 **Model** E320CD 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/18/2008 07:36:04	Michelle Lopusnak	7811

### Summary Notes

8/18/2008 07:36:00 Michelle Lopusnak 7811

Primary Phone: [REDACTED]  
 Current Mileage: 48528  
 Dealer(s) involved: N/A

Situation: Mr. Frey called and stated that his SRS light is on.

Action Taken: Writer advised customer to have the car towed in to the authorized MB dealer. Customer declined the tow and stated that he will drive his vehicle into the dealer for service. Writer advised customer that we will document that he has declined the tow, and we do not recommend to continue to drive the vehicle.

8/18/2008 07:36:01 Michelle Lopusnak 7811

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 915034 **Cus Ident** 28476005 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Vero Beach FL [REDACTED]

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

**Sell Dlr** 14345 MERCEDES-BENZ OF FORT PIERCE FORT PIERCE FL  
**Last Sell Dlr** 59106 MERCEDES-BENZ OF CARY CARY NC

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

**Vehicle Information**

**DBAG Vin** 2112561A [REDACTED] **World Vin:** WDBUH56J76A [REDACTED]  
**Mileage** 3000 **Prod Date** 3/8/2005 **Warr Date** 5/26/2005 **Model** E350S 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	08/11/2005 09:35:38	Michael O'Brien	6270

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/11/2005 09:34:37	Michael O'Brien	6270
Air Bags	Airbag	08/11/2005 09:34:42	Michael O'Brien	6270
Seat Belts	Seat Belts	08/11/2005 09:34:27	Michael O'Brien	6270

## Summary Notes

8/11/2005 09:33:24 Michael O'Brien 6270

SRS light - Customer will call back when he decides what he wants to do - (offered to tow car but he needs to go to airport) - MOB

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1050025 **Cus Ident** 26459664 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Fort Lauderdale FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]  
**Mileage** 9580 **Prod Date** 11/2/2004 **Warr Date** 2/11/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	01/21/2006 10:47:44	Michael O'Brien	6270

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/21/2006 10:48:04	Michael O'Brien	6270

### Summary Notes

1/21/2006 10:46:19 Michael O'Brien 6270

customer stated 'this car is involved in Lemon Law Litigation' and that this is the 7th time the SRS malfunction warning has come on - customer stated his SA at Autohaus Pompano told him to drop car at Sarasota and rent a car - and that they would reimburse him and take care of the car - MOB



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 921842 **Cus Ident** 29115031 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Playa Vista CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA  
**Last Sell Dlr** 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]  
**Mileage** 6103 **Prod Date** 9/22/2004 **Warr Date** 11/22/2004 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Deactivation Notification	08/28/2005 14:40:19	Eric Rios	4672

**Summary Notes**

8/28/2005 14:40:12 Eric Rios 4672

Customer contacted Roadside through Tele-aid and stated the "SRS" light is on in his vehicle. Writer explained the risks involved in driving the vehicle with this warning and strongly suggested a tow. Customer declined. He stated he would drive to Los Angeles and call his Dealer in the morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1068050    **Cus Ident** 28407020    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 55109    RALLYE MOTORS LLC    ROSLYN    NY  
**Last Sell Dlr** 55109    RALLYE MOTORS LLC    ROSLYN    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J96X [REDACTED]  
**Mileage** 25000    **Prod Date** 1/31/2005    **Warr Date** 5/12/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/03/2006 19:36:09	Eric Rios	4672

## Summary Notes

2/3/2006    19:34:50    Eric Rios    4672

Customer called CAC through Tele-Aid and stated the "SRS" Light was on in her vehicle. Writer explained the risks involved in driving the vehicle in this condition and offered a tow. Customer stated she was less than a mile from home. Writer suggested driving home carefully and having the vehicle towed from there. Customer stated she will drive home and call back in the morning to have the vehicle towed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3627137    **Cus Ident** 2215925    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 36105    TRANS - ATLANTIC MOTORS, IN HYANNIS    MA  
**Last Sell Dlr** 36105    TRANS - ATLANTIC MOTORS, IN HYANNIS    MA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112871X [REDACTED]    **World Vin:** WDBUH87J36X [REDACTED]  
**Mileage** 39967    **Prod Date** 1/28/2005    **Warr Date** 11/16/2005    **Model** E350S4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	03/10/2010 18:38:02	Eric Rios	4672

## Summary Notes

3/10/2010    18:37:58    Eric Rios    4672

What did the customer say?

Mr. [REDACTED] called in and stated he received an error message in regards to an airbag malfunction. He stated he cannot find that specific section in the owner's manual. Customer was unable to provided the exact message displayed.

What was your response?

Writer thanked customer for calling and informed him that there are different messages that can be displayed and they would determine our next step. Customer stated that he just wanted to find it in the owner's manual so he can talk to his service guy.

Writer then assisted customer in locating the different airbag error messages in the Owner's manual.

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

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

Customer's preferred callback number:

3/10/2010    18:38:04    Eric Rios    4672

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 904830 **Cus Ident** 26346168 **Legal** **Note Type** Roadside Assistance  
**Customer Ms** [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 15317 MERCEDES-BENZ OF POMPANO BEACH FL  
**Last Sell Dlr** 15317 MERCEDES-BENZ OF POMPANO BEACH FL

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

### Vehicle Information

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 6300 **Prod Date** 10/22/2004 **Warr Date** 12/29/2004 **Model** E320W 2005

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/18/2005 10:38:32	Cynthia Sanchez	4631

### Summary Notes

7/18/2005 10:38:14 Cynthia Sanchez 4631

Customer called and alleged that she heard a noise on the vehicle and driver side, left side airbag deployed suddenly requesting a tow. CS-4631

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 914988 **Cus Ident** 28366970 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Forestville MD [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 14124 MERCEDES-BENZ OF SOUTH C ORLANDO FL  
**Sell Dlr** 14124 MERCEDES-BENZ OF SOUTH C ORLANDO FL

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 1 **Prod Date** 3/18/2005 **Warr Date** 5/7/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/10/2005 23:29:10	mary marten	4634
Survey Inquiries	Inbound Call - No Survey	08/10/2005 23:28:42	mary marten	4634

## Summary Notes

8/10/2005 23:28:28 mary marten 4634

Customer called in via tele aid inquiring about how the tire pressure monitor works and writer explained. During explanation writer questioned if there were any malfunctions on the instrument cluster and customer claims the SRS light was on. Writer offered roadside assistance to tow the vehicle due to the danger of having such a malfunction. Customer stated that he knew because the light was on yesterday and went off. Customer decline roadside assistance. Writer reiterated the risk and suggested he take the vehicle to a dealership as soon as possible.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1063481    **Cus Ident** 14191382    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]    [REDACTED]  
**Address** [REDACTED]

New York    NY [REDACTED]

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82JX5X [REDACTED]  
**Mileage** 5500    **Prod Date** 12/3/2004    **Warr Date** 3/29/2005    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Trigger - MBUSA	Call Complete - TL Referral	01/31/2006 17:24:24	mary marten	4634
	Trigger 01/2006	01/31/2006 17:24:24	mary marten	4634

**Summary Notes**

1/31/2006    17:24:10    mary marten    4634

Trigger Call List - January 2006

Action Taken:

Called [REDACTED]

[REDACTED] Customer claims that she is taking the vehicle in tomorrow because the wipers are making a noise and her SRS light is on. Writer let customer know that her concerns would be documented and suggested contacting the service manager regarding her concerns. Writer also supplied her with the 800# for the future.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1065292    **Cus Ident** 11446886    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65JX5A [REDACTED]  
**Mileage** 7510    **Prod Date** 11/18/2004    **Warr Date** 12/30/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	02/01/2006 22:03:44	mary marten	4634
Trigger - MBUSA	Call Complete - TL Referral	02/01/2006 22:03:32	mary marten	4634
	Trigger 01/2006	02/01/2006 22:03:32	mary marten	4634

## Summary Notes

2/1/2006    22:03:24    mary marten    4634

Trigger Call List - January 2006

Action Taken:

Called [REDACTED] Customer claims that the vehicle has been in 3 or 4 times for the SRS light and last time it came back on as she drove off the lot and is still on. Customer wanted to add that her service advisor has called to follow up and remind her to bring the vehicle back in but she has not had a chance. Customer also alleges that when it was in for servicing someone scratched the inside of the door frame. Writer let customer know that Mercedes does not recommend driving the vehicle with the SRS light on since her air bags are involved. Writer let customer know that her concerns would be documented and suggested contacting the service manager. Writer also supplied her with the 800# for the future.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1046877    **Cus Ident** 25031806    **Legal**    **Note Type** Summary Note  
**Customer** Mr [Redacted]  
**Address** [Redacted]

Holtsville    NY [Redacted]  
**Phone** [Redacted]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 55109    RALLYE MOTORS LLC    ROSLYN    NY

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110831X [Redacted]                      **World Vin:** WDBUF83J65X [Redacted]  
**Mileage** 25000    **Prod Date** 11/3/2004    **Warr Date** 9/15/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	01/18/2006 23:04:12	Chris Carter	4663

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/18/2006 23:04:12	Chris Carter	4663

## Summary Notes

1/18/2006    23:04:13    Chris Carter    4663  
 Roadside - Electrical Problem [See Roadside Ticket ID: 2685975]---SRS  
 ---SRS



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1046590 **Cus Ident** 8188942 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Los Angeles CA [REDACTED]

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

**Last Sell Dir**

**Note to Market Ind: Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 3367 **Prod Date** 5/25/2005 **Warr Date** 7/11/2005 **Model** CLS500( 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Vehicle Operating As Designed Per Dealer	01/18/2006 17:41:30	Robyn Letz	6209

### Summary Notes

1/18/2006 17:40:42 Robyn Letz 6209

SPOM asked writer to open the following SN, message forwarded from SM of dealer:

[REDACTED]  
 2006 CLS00  
 WDDDJ75X36A [REDACTED]  
 Miles: 3,367

I spoke to [REDACTED] last week concerning the problems that she has had with her car. She demanded that the car be bought back. Then she referred to the meeting that we had with her back in October. I explained again the during that meeting if the transmission was an issue again then the consideration would be brought back and reviewed. I told her that the current issues that she had last week were addressed. Radio set on a station but playing a different station TAC seems to have solved that problem with new software. The steering squeaking was the SRS contact spring, replaced. The center console cover she claims need to be slammed to close was unable to verify but the shop foremen , Technician and I. I decided to end the conversation when she continued to say that the people that were checking the car were morons, I told her I guess I'm a moron since I drove the car and checked the console cover and had no problem at that time closing or opening the cover at least 15 times and could not verify the problem. Today, she spoke to Jason and demanded that MBUSA give her a letter stating the car will be bought back. If you remember you did give her 3 lease payments \$2,250.00 for inconvenience when the transmission was replaced in October on Ro. 84621. She has told me that she has already contacted an attorney. Please enter as a sum note for reference.

Glenn Matsuda  
 Calstar Motor, Inc.  
 05758

1/30/2006 19:23:08 BRIAN BLOKDIJK 7322

SM emailed SPOM alerting him that customer is requesting a letter from MBUSA regarding the non-repurchase of her vehicle. SPOM to request letter be sent on his behalf by the CAC.

## Summary Notes

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1/31/2006

12:26:24

Robyn Letz

6209

CORR # 287632, response approved by SPOM, Brian Blokdijk, and sent.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1103371 **Cus Ident** 25575954 **Legal** N **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Virginia Beach VA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA  
**Sell Dlr** 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J05A [REDACTED]  
**Mileage** 22000 **Prod Date** 12/7/2004 **Warr Date** 12/31/2004 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	03/02/2006 10:39:48	Robyn Letz	6209
Class Action Lawsuit / Le	Customer Filed Lawsuit	05/03/2006 22:38:45	TOM ISHLER	

## Summary Notes

3/2/2006 10:37:51 Robyn Letz 6209

Mrs. [REDACTED] called the CAC. Customer continues to complain about issues with the vehicle. Customer alleges that there is "something wrong with the computer of the vehicle. Customer alleges "crazy noises coming from the rear of the vehicle. Customer also claims that fuel gauge continues to malfunction. Customer says that SM of dealer has been driving the vehicle for 2 weeks. Customer says dealer advised customer to pick up the vehicle. Customer claims she told dealer the last time that if anything else was wrong with the vehicle she would bring it back and they could keep it. Customer threatens that she is gathering papers for her lawyer, but then advised "she doesn't have time for this." Writer reviewed notes, reminded customer that she had spoken with SPOM, Tom Ishler who had explained our position that MBUSA would continue to support the vehicle under the terms of the warranty and that we declined to repurchase. Writer apologized to customer and assured her that we would share her additional comments with SPOM and dealer.

## Summary Notes

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3/20/2006 09:19:21 NETSTAR

Name : Pat Evans (Service Manager)  
Phone : 757-217-6214

Vehicle Performance Issue  
Vehicle Performs as Designed per Dealer  
Vehicle Performs as Designed per SPOM

Reviewed with MBUSA  
Service and Parts Operations Manager

Reviewed with Customer  
Yes (In Person) (Review Date : 03/07/2006 00:00:00)

Customer Expectations  
Not Met

4/10/2006 12:06:37 Robyn Letz 6209

CORR# 293094 Mrs. [REDACTED] sent a letter Certified Mail to the CAC dated 04/03/06 and received 04/07/06. Customer requests "final repair." Customer continues to alleges issues with Transmission, seat belt chime, fuel gauge , excessive fuel consumption, SRS light, oil leak, windshield wipers, "noise" from the rear of vehicle when shutting the driver's door.

Writer will respond with letter supporting the SPOM's position.

4/10/2006 13:13:36 Robyn Letz 6209

From SPOM, Tom Ishler to the writer:

Hi Robyn,

I have talked with this customer a couple of weeks ago and explained all of the crazy stuff going on with her vehicle that the dealer verified as normal. I did advise her that if I received a couple of weeks notice for a dealer appointment, I would arrange to have a T.S. available for inspection of the vehicle. I would have to insist that she be present so she can explain and demonstrate any unresolved issues related to the vehicle.

Her only complaint to me with regards to the fuel gauge was that the fuel tank only takes 17 gallons when the reserve light first comes on - which is normal.

You can put in the e-mail that I will await her call so we can schedule an appointment.

Response:

I'll put that in a letter and you to review it before it is sent.

Should I have her call the dealer and speak with Pat Evans at 757-217-6214 or you at 800-634-6262 x 7126?

Thanks

4/10/2006 17:16:51 Robyn Letz 6209

Writer drafted letter and per SPOM gave customer option to call SM or SPOM.

5/1/2006 19:29:47 THOMAS ISHLER

Writer contacted customer today to thank customer for allowing MBUSA to perform a final inspection and repairs on the vehicle. Writer advised customer that the T.S. found and repaired the fuel leak. Writer advised customer that the light sensor didn't appear to be working because somebody had gone into the instrument cluster and programmed the lights for 'constant'. Writer advised customer that the lights were functioning properly based on how they were set but the T.S. did program the light function so they were not on 'constant'. Writer advised customer that the fuel gauge readings were checked and the fuel gauge was found to be reading properly.

Customer advised writer that the customer had already turned it over to an attorney and is planning to sue under Lemon Law. Writer advised customer that during our final inspection we repaired any outstanding issues and found the other complaints to be normal operating conditions. Writer asked the customer if there were any unresolved issues and the customer stated that there is a problem with the vehicles computer and things don't work the way they are supposed to. Writer advised customer that we were sorry if the customer felt the vehicle was not reliable and advised customer that she could pursue the matter however she felt was necessary but that we stood behind the vehicle and would continue to honor the warranty.

Note: Writer requested a copy of the vehicle file from the dealer to forward to legal based on customer's above-mentioned comments to writer.

5/3/2006 22:31:50 THOMAS ISHLER

Writer received a call from an attorney with the Consumers Law Group. Writer was advised that they would be filing under Lemon Law. Writer will forward a copy of the vehicle's history with a summary for legal review.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1260869 **Cus Ident** 44154126 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Gainesville FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL  
**Sell Dlr** 15321 KRAFT MOTORCAR CO., INC. GAINESVILLE FL  
**Last Sell Dlr** 80102 MERCEDES-BENZ OF RICHMOND MIDLOTHIAN VA

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 24655 **Prod Date** 11/25/2004 **Warr Date** 1/17/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	06/19/2006 13:29:27	Robyn Letz	6209

## Summary Notes

6/19/2006

13:29:17

Robyn Letz

6209

Ms. [REDACTED] forwarded her boss, Mr. [REDACTED] internet message to Paul Renick:

Dear Paul,

I am writing this letter to you out of some built up frustration with Brumos. I know that your organization is committed to delivering a level of high customer satisfaction. Unfortunately, there are several areas that have me very frustrated and disappointed.

In Jun of 2005 , I purchased a 2006 CLS500 from Kraft Motor Cars in Gainesville. Kraft is a client of our office and a personal friend of one of my Financial Advisors in my office. I was very pleased with the level of service I received from Kraft. At the time of my purchase I asked about service issues in Jacksonville and was assured that Brumos would provide me with a high quality of service and that it is standard practice that I would receive a loaner car if I took it in for service if needed. Having owned luxury cars in the past , and requiring a vehicle during the day, this was very important to me.

At the time of purchase, I noticed a strong vibration while driving. Kraft stated that it needed to be aligned and they currently did not have the part for their machine to perform this and I could take it to Brumos for service. Brumos offered to do the service but refused to provide me with a loaner car. They also told me at that time that I would never be entitled to a loaner car because "loaner cars are only for clients who purchase their cars through Brumos". I appealed to the Service Manager and she again instructed me that a loaner car was not an option. The next time I was in the service area, I noticed in bold letters on the screen on my client record "NO LOANER CAR - CUSTOMER PURCHASED CAR FROM KRAFT"

I have to say that this is very disappointing. To spend over \$75,000 on a car and "the Mercedes Experience" , to be treated this way is not appropriate.

This is not a good public relations for Brumos. This week, no less than eight of my Financial Advisors asked me why I was driving a Chevy Cobalt as they walked past my parking spot in the garage. I had to tell my story eight times how Brumos refused to provide me with a loaner car because I did not buy my car from them. These are eight affluent people that you want driving your cars.

As you can see by the chronology of events listed below, I have brought my car in for service to Brumos six times in past 12 months. Each time, I have also discussed the vibration I feel when driving. They have addressed it on several occasions. The latest results stated that all four of my rims are slightly bent and causing the vibrations. I could have them replaced for \$2,200. No one can explain to me how it is possible for all four rims to be bent at the same time. This does not make sense to me. I have had the vibrations since day one.

I owned a Lexus for 4 years prior and my experience was wonderful. The only service the car ever required was the regularly scheduled maintenance. The level of service I received was excellent. During that time, I received a loaner car at three different dealerships where the car was serviced.

Currently I have spent \$1,901 with Brumos for service and installation. They have certainly been paid by Mercedes Benz for the additional warranty work they performed. Six service issues in 12 months is also very burdensome.

Two Issues:

1) I believe that I should be entitled to the same experience as any other Customer, that includes the use of a loaner car.

2) Mercedes Benz should replace the rims on my car at no cost to myself

It is my hope that you have the authority to help me with these issues.

Calendar of events

Jun 17, 2005 Purchased Car through Kraft Motors in Gainesville

Jun 21 , 2005 Took car to Brumos for Service

Car had a noticeable vibration when driving

Kraft did not have the equipment in service to perform alignment

So I took car to Brumos at suggestion of Kraft

Replaced all four tires & Front Camber bolts

Balanced all four wheels and tires

Cost \$597.15

Loaner car not provided for two days of service

- I rented a Camry across the street at Budget

Jul 5, 2005 Took Car to Brumos for service

Warning lights were on for Airbag

Noticeable Steering Vibration at 30 mph and greater at 50 mph

- Adjusted Preteanchen Steering Rack

Cost - Warranty

Loaner Car not Provided

- Rented Hyundai from Budget

Aug 5, 2005 Took car to Brumos for Service

ESP Sensor light malfunction

- Replaced part

Performed Sched. A Maintenance

## Summary Notes

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Cost - \$315.30

No loaner car - Rented Camry from Budget across street  
Mar 16, 2006 Took car to Brumos for Service  
Active Headlamp malfunction - Part not available  
Oil Level Sensor malfunction

Cost - Warranty

No loaner car provided - Rented car from Budget  
April 6, 2006 Returned car to Brumos for service  
- They received the Headlamp to install  
- Battery was also replaced for malfunctioning  
- Installed Satellite Radio

Cost - \$ 988.63

No loaner car provided  
June 16, 2006 Took car to Brumos for Sched. B Service  
- Also requested that they look at car for vibrations  
as discussed in prior service.

- Brumos stated that all four Rims were slightly bent and caused vibrations

Cost - \$350.43

No Loaner car provided - Rented Chevy Economy car from Budget  
I look forward to hearing from you soon.

p.s. I would like to compliment Jonathan Hill (Service Rep). He has been very polite and provided me with a quality experience for the things that are within his control.

Sincerely,

6/19/2006 13:30:29 Robyn Letz 6209

Ms. [REDACTED] internet message:

I am embarrassed that I referred and persuaded my manager [REDACTED] to purchase a CLS given his current experience. I currently own two MB and that represents my fourth and fifth MB automobiles. I cannot believe that a MB Regional rep would give my local service manager (whom I've contacted for assistance with this problem) the response that each dealership sets their own policy on loaner cars and that his problem with the tires/rims is not going to be covered by MB. I clearly recall Mr. [REDACTED] (telling me and [REDACTED]) on the very day he bought it and drove it home to Jacksonville, that they needed to do an alignment because of the wobble. He has continued to complain about this with each service visit, only to be told now that he needs all new rims (at his expense). I'm mortified that he's had it in for some type of service SIX times in just a year and each time is forced to go "across the street" and rent a car. You will see from Mr. [REDACTED] email below that we are an office full of expensive cars in the parking lot...not only does his experience not bode well for Brumos, but it puts MB in the stew as well.

I expect a management response, not a service rep response....as this matter has already been brought to a Regional Rep's attention. I would also like to be included on any response from MB to Mr. [REDACTED], as I now have a very keen interest. This is a permanent black eye on Brumos and all of their related dealerships and has the potential to be one for MB.

For now, a loyal MB driver.....

6/19/2006 17:51:44 Robyn Letz 6209

CORR # 298170 see SN 1257397 (SPOM reply)

Writer will respond with hard copy to Mr. [REDACTED] only.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1375473 **Cus Ident** 24440501 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Los Angeles CA [REDACTED]

<b>Phone</b> [REDACTED]	<b>Phone Location</b>	<b>Residence</b>	
<b>Assign Dlr</b> 05646	RUSNAK/ARCADIA	ARCADIA	CA
<b>Sell Dlr</b> 05646	RUSNAK/ARCADIA	ARCADIA	CA
<b>Last Sell Dlr</b> 05119	MERCEDES-BENZ OF LONG BE	SIGNAL HILL	CA

**Note to Market Ind: Amount**

**Vehicle Information**

<b>DBAG Vin</b> 2110561A [REDACTED]	<b>World Vin:</b> WDBUF56J56A [REDACTED]
<b>Mileage</b> 312	<b>Prod Date</b> 7/6/2005
<b>Warr Date</b> 7/26/2006	<b>Model</b> E350W 2006

**General Issues:**

<b>Code Description</b>	<b>Sub Code Description</b>	<b>Updated Date &amp; Time</b>	<b>Updated BY</b>	<b>Phone</b>
Internet	Internet Inquiry	09/05/2006 16:59:18	Robyn Letz	6209



## Summary Notes

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9/5/2006

16:59:10

Robyn Letz

6209

Customer's internet message and writer's response:

Comments: Hi, We've just leased our first Mercedes Benz (2006 E350) about a month ago in late July. Everything was good for two weeks, then out of nowhere a message appeared regarding "ESP malfunctioning"; we were able to bring the car back to the dealership and they determined it was a sensor error and replaced it. Then on Friday night (9/1), there was another message stating that "the passenger side airbag has been activated" This message stayed on for about three hours and miraculously went away by itself. I'm a bit confused as this is (supposedly) a brand new vehicle and since it's already went back for service once shortly after it was sold; shouldn't they have check the vehicle thoroughly?? Perhaps I haven't been in new car market for too long , but I thought \$50000+ car supposedly be both luxurious AND good quality. In addition, when I tried to contact Mr. William Ho, the manager of Rusnak Arcadia, where I got my vehicle, on Friday, I was told by the receptionist that he was on the phone, AFTER I explained to her why I called. I left him a message on his voicemail and asked him to call me back. As of now, 9/3 10:22pm, I have still yet heard from him. I'm a bit concerned with the after-sale service of your dealership. It appears to me that once I drove the car off the dealership they no longer care. Granted MB has good reputation, yet this kind of treatment and services from your dealership might make people think twice before getting another MB.

Dear Mr. Wong:

Thank you for your message.

Your concern over the necessary repairs to your vehicle is understandable and we cannot overstate your importance to us as a Mercedes-Benz customer, or our regret for any inconvenience you might have experienced. However, as you can certainly appreciate , it is impossible for us to independently assess the details of your situation, since we have no first hand knowledge of it.

Your dealer is in the best position to evaluate vehicle performance and , if necessary, request technical assistance from Mercedes-Benz USA to confirm that it is operating properly. We suggest you discuss any mechanical concerns you may have with your E350 with the Service Manager of your authorized dealer.

As you may be aware, authorized Mercedes-Benz dealers are independent businesses responsible for their own day-to-day operations and employees. Please be assured your comments will be forwarded to the management at Rusnak Arcadia for review and response as deemed appropriate by the dealership.

The opportunity to correspond is appreciated.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1383731 **Cus Ident** 13076675 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Stockton CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05103 MODESTO EUROPEAN MODESTO CA  
**Sell Dlr** 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]  
**Mileage** 2 **Prod Date** 3/15/2006 **Warr Date** 5/21/2006 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	09/11/2006 15:42:25	Robyn Letz	6209

### Summary Notes

9/11/2006 15:42:16 Robyn Letz 6209

Mr. [REDACTED] called the CAC, customer is dissatisfied with alternate transportation policy of the dealer in Modesto CA and that MBUSA cannot provide alternate transportation. Customer alleges vehicle has SRS issue. Customer says dealer offered to rent the customer vehicle.

Writer apologized explained that program is administered by the dealer and while we apologize , we are unable to provide alternate transportation. Writer suggested customer speak with GM of dealer.

9/11/2006 15:59:04 Patricia Murdy 6394

Customer called back stating he wanted the number "for the general manager of Northern California dealers." Writer inquired what customer needed assistance with. Customer stated that he "wants to speak to someone of a high level at MBUSA because he feels the dealer is treating him like garbage." Writer inquired what he means by that. Customer stated his wife brought the vehicle into the dealer "and they treat her like garbage and don't give her a loaner." Writer again asked customer how they're treating them "like garbage." Customer again stated, "No loaner, that's ridiculous."

Writer advised customer that each dealer is independently owned & operated & sets their own loaner policy.

Customer then stated he wants MBUSA to buy back his vehicle because he isn't given a loaner car at this dealer & is not going to take his vehicle back to where he purchased it. Writer advised customer MBUSA would not buy back his vehicle because he's dissatisfied with the loaner policy.

Customer again stated he wanted the number for the GM of Northern California dealers. Writer declined. Customer hung up on writer.

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

**Note ID** 1474746    **Cus Ident** 26225723    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Doylestown    PA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 67294    KEENAN MOTORS    DOYLESTOWN PA  
**Sell Dlr** 67294    KEENAN MOTORS    DOYLESTOWN PA

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

**DBAG Vin** 2110261A [REDACTED]                      **World Vin:** WDBUF26J45A [REDACTED]  
**Mileage** 32248    **Prod Date** 5/9/2005    **Warr Date** 9/12/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Issue Cannot Be Duplicated	11/16/2006 16:03:37	Robyn Letz	6209

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/16/2006 16:03:26	Robyn Letz	6209

**Summary Notes**

11/16/2006    16:03:15    Robyn Letz    6209

CORR # 309860 Mr. [REDACTED] sent a letter to the CAC, requesting contact from MB rep. concerning alleged safety issues with his 2005 E320CDI. Customer alleges that vehicle was at dealership 10/31/06 and claims that SRS light was on previously but not on when it the vehicle was physically at the dealership. SM advised him at that time that no fault codes were stored and no malfunctions found. customer alleges to have digital photo of the light on. Writer called SM to review, Tom Haig advised that SRS light does not turn off by itself and locks in codes when it is triggered. Tom says customer has not presented the picture to him. SM says he will advise his SPOM, Brian Maloney to review the history but told the writer that when he saw the vehicle it was operating as designed. Writer will respond with letter.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3285686    **Cus Ident** 26226088    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

San Jose    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05626    MERCEDES-BENZ OF OAKLAND    OAKLAND    CA  
**Sell Dlr** 05626    MERCEDES-BENZ OF OAKLAND    OAKLAND    CA  
**Last Sell Dlr** 05626    MERCEDES-BENZ OF OAKLAND    OAKLAND    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 36050    **Prod Date** 2/9/2005    **Warr Date** 4/13/2005    **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Sales</b>	Overall Dissatisfaction with Sale	08/05/2009 18:54:21	Robyn Letz	6209
	Commitments Not Fulfilled As Promised	08/05/2009 18:54:21	Robyn Letz	6209
<b>Warranty</b>	After-Mkt. Warr. Inquiry/Complaint	08/05/2009 18:54:37	Robyn Letz	6209

## Summary Notes

8/5/2009    18:53:18    Robyn Letz    6209

Mr. [REDACTED] sent a copy of a letter to MB Oakland via fax to the CAC.

customer says he is dissatisfied with the 2006 CLS500 he purchased on 7/1/09 from the dealer. Vehicle is not CPO. customer says he has a Mercury warranty.

Customer alleges issues with worn tires, SRS wire harness, worn drive belt, alignment, front and rear, driver door window malfunction.

Customer alleges that when he contacted Mercury, he was told that MB Oakland never sent a payment to them for the warranty.

Customer demands a full refund for the warranty and an exchange vehicle.

Writer called [REDACTED] and spoke with Mr. [REDACTED] he says he is a longtime customer. (He is) Writer assured him that we would forward his letter appropriately so it can be reviewed with the dealership and hopefully resolved between him and the management of the dealer. Writer thanked the customer for his patronage of our brand.

8/5/2009    18:54:44    Robyn Letz    6209

No Escalation Required

8/5/2009    19:06:52    Robyn Letz    6209

Letter scanned and sent to MM, Kurt Cornell.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 923873 **Cus Ident** 17114770 **Legal** **Note Type** Summary Note  
**Customer** 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** 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]  
**Mileage** 1 **Prod Date** 5/4/2005 **Warr Date** 5/31/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/01/2005 18:45:56	Peter Henke	6291

**Summary Notes**

9/1/2005 18:45:46 Peter Henke 6291

Customer stated SRS Light on. I advised customer to have vehicle towed to dealer, customer declined, and state he would contact dealer now and bring vehicle to dealer as soon as possible.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 929339 **Cus Ident** 26419813 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J35A [REDACTED]  
**Mileage** 8733 **Prod Date** 6/28/2004 **Warr Date** 1/31/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/17/2005 19:02:55	Peter Henke	6291

**Summary Notes**

9/17/2005 19:02:48 Peter Henke 6291

Customer traveling to LA from Henderson, stated SRS Light came on. Advised we would advise to tow vehicle to nearest dealer. Customer declined tow, and he will take vehicle to dealer on LA area.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 931343 **Cus Ident** 10144898 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA  
**Last Sell Dlr** 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

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

### Vehicle Information

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]  
**Mileage** 2978 **Prod Date** 3/17/2005 **Warr Date** 5/2/2005 **Model** CLS500 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/22/2005 16:49:01	Peter Henke	6291

### Summary Notes

9/22/2005 16:48:54 Peter Henke 6291

Customer stated SRS Light on. I advised customer that we recommend towing vehicle to dealer. Customer declined now, stated she was close to home, and would decide with her husband at home whether or not to tow vehicle.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 937590 **Cus Ident** 21248753 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Hermosa Beach CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business  
**Assign Dlr**

**Sell Dlr** 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA  
**Last Sell Dlr** 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

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

### Vehicle Information

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X06A [REDACTED]  
**Mileage** 1000 **Prod Date** 1/11/2005 **Warr Date** 2/21/2005 **Model** CLS500 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/07/2005 22:58:29	Peter Henke	6291

### Summary Notes

10/7/2005 22:58:21 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle, customer declined and stated she would take it to dealer on her own.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 945814    **Cus Ident** 10152163    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Sunny Isles Beach FL [REDACTED]

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

**Sell Dlr** 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL

**Last Sell Dlr** 17114    RBM OF ATLANTA - NORTH    ALPHARETTA    GA

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 1    **Prod Date** 9/23/2004    **Warr Date** 10/29/2004    **Model** E320W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/01/2005 16:24:36	Peter Henke	6291

### Summary Notes

11/1/2005    16:24:30    Peter Henke    6291

Customer stated SRS Light on. I advised customer to have vehicle towed to nearest dealer. Customer declined, and stated she would drive to nearest dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 946422 **Cus Ident** 23762314 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 7812 **Prod Date** 4/19/2005 **Warr Date** 6/27/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/02/2005 19:26:40	Peter Henke	6291

## Summary Notes

11/2/2005 19:26:34 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle to dealer. Customer declined, and stated he would drive vehicle to dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 963135 **Cus Ident** 26503904 **Legal** **Note Type** Roadside Assista  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]  
**Mileage** 0 **Prod Date** 10/1/2004 **Warr Date** 3/10/2005 **Model** E500W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/17/2005 18:44:02	Peter Henke	6291

### Summary Notes

11/17/2005 18:43:56 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle to dealer , customer declined tow and stated he would bring to dealer in the morning. ph

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1009204    **Cus Ident** 9238128    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 51147                      MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ  
**Last Sell Dlr** 51147                      MERCEDES-BENZ OF PRINCETON LAWRENCEVILLE NJ

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]                      **World Vin:** WDBUF26J15A [REDACTED]  
**Mileage** 25000    **Prod Date** 3/16/2005    **Warr Date** 5/2/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/20/2005 22:16:21	Peter Henke	6291

## Summary Notes

12/20/2005    22:16:14                      Peter Henke                      6291

Customer stated SRS Light came on. I advised customer due to safety concerns we would recommend towing the vehicle to the dealer. Customer declined tow, and stated he would take to the dealer in the morning. ph

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1030850 **Cus Ident** 32412974 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 67102 BOBBY RAHAL MOTORCAR CO WEXFORD PA  
**Last Sell Dlr** 67102 BOBBY RAHAL MOTORCAR CO WEXFORD PA

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J16X [REDACTED]  
**Mileage** 2 **Prod Date** 11/4/2005 **Warr Date** 11/30/2005 **Model** E500W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/06/2006 18:20:10	Peter Henke	6291

**Summary Notes**

1/6/2006 18:20:03 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle to dealer due to safety concerns. Customer declined tow, and stated he would drive vehicle to dealer in the morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1107239    **Cus Ident** 30754880    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 55138    MERCEDES-BENZ OF SMITHTO ST. JAMES    NY  
**Last Sell Dlr** 55138    MERCEDES-BENZ OF SMITHTO ST. JAMES    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J36X [REDACTED]  
**Mileage** 10000    **Prod Date** 12/7/2005    **Warr Date** 1/17/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/04/2006 19:32:34	Peter Henke	6291

**Summary Notes**

3/4/2006    19:32:27    Peter Henke    6291

Customer stated SRS Light on. I advised customer due to safety concerns to have vehicle towed to dealer. Customer declined tow, and will take to dealer in the morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1158589 **Cus Ident** 14805202 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Stamford CT [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 51099 MERCEDES-BENZ USA, LLC

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2112561A [REDACTED] **World Vin:** WDBUH56J56A [REDACTED]  
**Mileage** 75000 **Prod Date** 4/1/2005 **Warr Date** 5/9/2005 **Model** E350S 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/10/2006 09:08:06	Peter Henke	6291

**Summary Notes**

4/10/2006 09:07:56 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns to have vehicle towed to dealer. Customer declined tow, and will take to dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1183534    **Cus Ident** 31062315    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [Redacted]    [Redacted]  
**Address** [Redacted]

Miami    FL [Redacted]  
**Phone** [Redacted]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 14302    MERCEDES-BENZ OF CORAL G CORAL GABLES FL

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [Redacted]    **World Vin:** WDDDJ75X36A [Redacted]  
**Mileage** 10000    **Prod Date** 11/28/2005    **Warr Date** 2/4/2006    **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/26/2006 18:27:20	Peter Henke	6291

### Summary Notes

4/26/2006    18:27:13    Peter Henke    6291

Customer stated SRS Light On. I advised customer due to safety concerns, to have vehicle serviced at dealer, and would advise towing to dealer. Customer declined tow, and stated he would take to dealer in the morning.



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

**Note ID** 1203896 **Cus Ident** 31166102 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA  
**Last Sell Dlr** 05158 MERCEDES-BENZ OF WALNUT WALNUT CREEK CA

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 5000 **Prod Date** 2/24/2006 **Warr Date** 3/31/2006 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/10/2006 19:17:29	Peter Henke	6291

**Summary Notes**

5/10/2006 19:17:22 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns, to have vehicle towed to nearest dealer. Customer declined tow, and will drive to dealer tomorrow morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1218108 **Cus Ident** 24411783 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Orange NJ [REDACTED]  
**Phone** ([REDACTED]) **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J06X [REDACTED]  
**Mileage** 10000 **Prod Date** 11/23/2004 **Warr Date** 8/1/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/20/2006 16:29:55	Peter Henke	6291

## Summary Notes

5/20/2006 16:29:48 Peter Henke 6291

Customer stated SRS Light on. I advised customer to tow vehicle due to safety concerns. Customer declined tow and stated he would call back Monday morning if he decides he wants vehicle towed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1266683 **Cus Ident** 14762395 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

### Vehicle Information

<b>DBAG Vin</b> 2193751A [REDACTED]	<b>World Vin:</b> WDDDJ75X86A [REDACTED]
<b>Mileage</b> 10000	<b>Prod Date</b> 8/31/2005 <b>Warr Date</b> 11/30/2005 <b>Model</b> CLS500i 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/22/2006 20:09:31	Peter Henke	6291

### Summary Notes

6/22/2006 20:09:24 Peter Henke 6291

Customer stated SRS Light on. I advised customer due to safety concerns to have vehicle towed to nearest dealer. Customer declined tow, and stated he would contact dealer for further assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1280640    **Cus Ident** 13087243    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

East Rockaway    NY [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55124    LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY  
**Last Sell Dlr** 55124    LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J66X [REDACTED]  
**Mileage** 10000    **Prod Date** 4/6/2005    **Warr Date** 5/19/2005    **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/03/2006 10:47:35	Peter Henke	6291

### Summary Notes

7/3/2006    10:47:28    Peter Henke    6291

Customer stated SRS Light came on. I advised customer due to safety concerns , to have vehicle serviced at dealer as soon as possible, and to tow vehicle. Customer declined tow, and stated he would take to dealer as soon as possible.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1294218    **Cus Ident** 16359974    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 28102    MERCEDES-BENZ OF DES MOII    DES MOINES    IA  
**Last Sell Dlr** 28102    MERCEDES-BENZ OF DES MOII    DES MOINES    IA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 9500    **Prod Date** 3/1/2005    **Warr Date** 5/6/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/12/2006 14:08:34	Peter Henke	6291

**Summary Notes**

7/12/2006    14:08:29    Peter Henke    6291

Customer stated SRS Light on. I advised customer to tow vehicle to nearest dealer due to safety concerns. Customer declined tow, and will service at dealer as soon as possible.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1362571    **Cus Ident** 32078403    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Mullica Hill    NJ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51220    PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ  
**Last Sell Dlr** 51220    PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED]    **World Vin:** WDBUF76J56A [REDACTED]  
**Mileage** 2600    **Prod Date** 11/8/2005    **Warr Date** 3/14/2006    **Model** E55    2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/27/2006 17:38:50	Peter Henke	6291

**Summary Notes**

8/27/2006    17:38:41    Peter Henke    6291

Customer stated SRS Light on. I advised customer due to safety concerns, to have vehicle serviced at dealer, an recommended towing. Customer declined tow, and will contact dealer directly.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1377481    **Cus Ident** 10576944    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05154    W.I. SIMONSON    SANTA MONICA CA  
**Last Sell Dlr** 05737    DOWNTOWN L. A. MOTORS    LOS ANGELES CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X76A [REDACTED]  
**Mileage** 5000    **Prod Date** 12/15/2005    **Warr Date** 6/26/2006    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/06/2006 20:46:49	Peter Henke	6291

**Summary Notes**

9/6/2006    20:46:42    Peter Henke    6291

Customer stated SRS Light illuminated while driving. I advised customer due to safety concerns to have vehicle towed to dealer. Customer declined tow now , and will decide tomorrow morning after speaking with dealer if he would like to have vehicle towed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1521631    **Cus Ident** 31165767    **Legal**    **Note Type** Summary Note  
**Customer Dr.** [REDACTED]    [REDACTED]  
**Address**

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 51146    RAY CATENA MOTOR CAR COF EDISON    NJ  
**Last Sell Dlr** 55164    SOVEREIGN MOTOR CARS LTD BROOKLYN    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J46X [REDACTED]  
**Mileage** 2000    **Prod Date** 12/13/2005    **Warr Date** 3/15/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/19/2006 10:49:03	Peter Henke	6291

**Summary Notes**

12/19/2006    10:48:49    Peter Henke    6291

Customer stated SRS Light illuminated while driving. I advised customer due to safety concerns, to have vehicle service at dealer as soon as possible , and recommended vehicle be towed. Customer declined tow, and stated he would contact dealer to schedule service.



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1560272    **Cus Ident** 424383    **Legal**    **Note Type** Roadside Assist  
**Customer** Mr [REDACTED]    [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**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]                      **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 26800    **Prod Date** 2/10/2005    **Warr Date** 4/23/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/17/2007 18:41:25	Peter Henke	6291

### Summary Notes

1/17/2007    18:41:19    Peter Henke    6291

Customer stated SRS Light illuminated while driving. I advised customer due to safety concerns, to have vehicle serviced at dealer as soon as possible , and recommended towing to dealer. Customer declined tow and will driv to dealer first thing in the morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 863715 **Cus Ident** 26244708 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Chula Vista CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA  
**Sell Dlr** 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 5206 **Prod Date** 9/17/2004 **Warr Date** 11/21/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	04/04/2005 19:11:38	Patricia Murdy	6394
	Overall Dissatisfaction with Quality	04/04/2005 19:11:39	Patricia Murdy	6394

**Summary Notes**

4/4/2005 19:11:31 Patricia Murdy 6394

Customer contacted the CAC stating that he's brought his vehicle in twice & does not understand why when it is such a new vehicle. Customer claims that the first time it was brought in for the SRS light. Customer claims that the second time there was a shaking & the brake pads & rotors were replaced. Customer claims that's he's bringing the vehicle in a 3rd time for an alleged wind sound he hears from the passenger seat. Customer stated that he is upset because each time he brings the vehicle in, the dealer has the car for over a week. Customer stated that he is provided a loaner vehicle, but is still dissatisfied. Customer stated he purchased the vehicle because of the reliability of it & now he does not feel that it is reliable.

Writer apologized to customer for his dissatisfaction. Writer advised customer that his concerns would be documented. Writer advised customer no manufacturer can predict when a component may or may not need to be replaced. Writer advised customer MB would continue to honor the terms of the warranty.

Customer stated he will be bringing the vehicle into the dealer again tomorrow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 869955    **Cus Ident** 26226187    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

San Jose    CA 9 [REDACTED]  
**Phone** ([REDACTED])    **Phone Location** Residence  
**Assign Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA  
**Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J65A [REDACTED]  
**Mileage** 4939    **Prod Date** 9/3/2004    **Warr Date** 11/4/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/18/2005 17:59:21	Patricia Murdy	6394

## Summary Notes

4/18/2005    17:59:15    Patricia Murdy    6394

Customer contacted the CAC stating that the vehicle has been in the dealer many times for several different issues - SRS, ABS, ESP, etc. Customer claims he's an employee of Beshoff. Customer stated that the car is currently in the dealer & has been there since last Friday. Customer stated that he does not know what to do with the car. Customer stated that he's been driving the loaner vehicle more than his car. Customer stated that it is hard for him to sell cars to customers when he is dissatisfied with his car. Customer stated that he no longer wan the vehicle.

Writer apologized to customer for his dissatisfaction. Writer advised customer MB would continue to honor the terms of the warranty. Writer advised customer his concerns would be documented.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 890321 **Cus Ident** 26266762 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Grosse Pointe Par MI [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 39106 MERCEDES-BENZ OF NOVI NOVI MI  
**Last Sell Dlr** 39133 MERCEDES-BENZ OF ST. CLAIF ST. CLAIR SHOF MI

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]  
**Mileage** 8846 **Prod Date** 10/25/2004 **Warr Date** 11/30/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/07/2005 17:29:03	Patricia Murdy	6394

## Summary Notes

6/7/2005 17:28:57 Patricia Murdy 6394

Customer was transferred to writer by Promo rep. Customer stated his SRS light was on. Customer stated he onl wanted car towed if the dealer could drop him off a loaner vehicle.

Writer advised customer writer could arrange tow, but alternate transportation would need to be arranged with the dealer. Writer advised customer we do not recommend driving the vehicle. Customer stated he would call the dealer & call us back.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 916790 **Cus Ident** 46791909 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05733 WALTER S AUTO SALES AND S RIVERSIDE CA  
**Last Sell Dlr** 75568 PARK PLACE MOTORCARS DALLAS TX

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 6500 **Prod Date** 12/10/2004 **Warr Date** 6/9/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/16/2005 10:26:18	Patricia Murdy	6394

**Summary Notes**

8/16/2005 10:26:11 Patricia Murdy 6394

Mr. [REDACTED] contacted the CAC via teleaid, stating that his SRS light was on. Customer is currently in Canada.

Writer offered a tow advising customer of the malfunction.

Customer stated they were heading home today & that he will drive the vehicle to the MB dealer in Calgary.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 919708 **Cus Ident** 14220662 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Toms River NJ [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ  
**Last Sell Dlr** 51220 PRECISION CARS OF ATLANTIC WEST ATLANTIC NJ

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]  
**Mileage** 2000 **Prod Date** 2/25/2005 **Warr Date** 3/21/2005 **Model** CLS500(2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/22/2005 17:46:45	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	08/22/2005 17:46:48	Patricia Murdy	6394

## Summary Notes

8/22/2005 17:46:39 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating that her SRS light was on.

Writer advised customer vehicle should be towed & what the light means.

Customer declined tow, stating she was on her way home from the airport & wanted to drive it.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 927720 **Cus Ident** 10361877 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Aventura FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL  
**Sell Dlr** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL  
**Last Sell Dlr** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J25A [REDACTED]  
**Mileage** 400 **Prod Date** 2/10/2005 **Warr Date** 7/5/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	09/13/2005 15:11:32	Patricia Murdy	6394
Roadside	Declined Tow - SRS Light On	09/13/2005 15:11:19	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/13/2005 15:11:24	Patricia Murdy	6394
Air Bags	Airbag	09/13/2005 15:11:22	Patricia Murdy	6394

## Summary Notes

9/13/2005 15:11:11 Patricia Murdy 6394

Customer contacted the CAC stating his SRS Light is on for the 2nd time. Customer stated the dealer told him they can get the car in but they would need 2 days to get the vehicle back to him. Customer stated he thinks the dealer is playing games with him. Customer stated that he has to drive to NY & cannot wait 2 days for them to get the vehicle back. Customer stated he is stopping in Jacksonville & may have them repair the vehicle there.

Writer advised customer that when the SRS light is on we recommend the vehicle be towed & not driven. Writer advised customer that a number of things may have brought the light on, therefore the dealer cannot say why it would take 2 days when 1 repair could be more entailed than another. Writer advised customer there are 3 other dealers in his area & offered to give their numbers. Customer declined & only took the number for Jacksonville, stating he would be driving the vehicle there.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 936373 **Cus Ident** 26243444 **Legal** **Note Type** Summary Note  
**Customer Mr** [REDACTED]  
**Address** [REDACTED]

**Provo** [REDACTED] **UT** [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 78102 MERCEDES-BENZ OF LINDON LINDON UT  
**Sell Dir** 78602 KEN GARFF IMPORTS SALT LAKE CITY UT

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED] **World Vin:** WDBUF76J65A [REDACTED]  
**Mileage** 1097 **Prod Date** 10/15/2004 **Warr Date** 11/19/2004 **Model** E55 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/05/2005 15:26:28	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/05/2005 15:26:16	Patricia Murdy	6394
Air Bags	Airbag	10/05/2005 15:26:18	Patricia Murdy	6394

## Summary Notes

10/5/2005 15:26:12 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating that his SRS light is on. Customer declined tow stating he did not want the vehicle towed & would just take it into the dealer.

Writer advised customer we do not recommend the vehicle be driven & again offered a tow.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 976474 **Cus Ident** 29510684 **Legal** **Note Type** Summary Note  
**Customer Mr** [REDACTED]  
**Address** [REDACTED]

West Chester PA [REDACTED]

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

**Sell Dlr** 67105 MERCEDES-BENZ OF WEST CH WEST CHESTER PA  
**Last Sell Dlr** 67105 MERCEDES-BENZ OF WEST CH WEST CHESTER PA

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

**Vehicle Information**

**DBAG Vin** 2193761A [REDACTED] **World Vin:** WDDDJ76X36A [REDACTED]  
**Mileage** 297 **Prod Date** 6/17/2005 **Warr Date** 7/15/2005 **Model** CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/28/2005 15:16:44	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/28/2005 15:16:49	Patricia Murdy	6394
Air Bags	Airbag	11/28/2005 15:16:47	Patricia Murdy	6394

## Summary Notes

11/28/2005 15:16:38 Patricia Murdy 6394

Customer contacted the CAC via teleaid incident # 15837100, stating that his SRS light was on. Customer stated he did not want the vehicle towed but did not elaborate why.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1008755 **Cus Ident** 27242571 **Legal** **Note Type** Summary Note  
**Customer** Ms. **Address**

Las Vegas NV  
**Phone** **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A **World Vin:** WDDDJ75XX6A  
**Mileage** 10601 **Prod Date** 3/7/2005 **Warr Date** 4/22/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/20/2005 16:05:39	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/20/2005 16:05:44	Patricia Murdy	6394
Air Bags	Airbag	12/20/2005 16:05:41	Patricia Murdy	6394

## Summary Notes

12/20/2005 16:05:32 Patricia Murdy 6394

Customer contacted the CAC via teleaid incident # 15917443 stating that her SRS light was on.

Writer advised customer that we do not recommend the vehicle be driven & offered to set up a tow for her.

Customer declined stating she was a real estate agent & very busy. She stated she would call back if she wants towed.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1018708    **Cus Ident** 6107660    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Big Bear Lake    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 1654    **Prod Date** 2/23/2005    **Warr Date** 4/26/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/28/2005 16:59:32	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/28/2005 16:59:25	Patricia Murdy	6394
Air Bags	Airbag	12/28/2005 16:59:26	Patricia Murdy	6394

### Summary Notes

12/28/2005    16:59:21    Patricia Murdy    6394

Customer contacted the CAC via teleaid incident # 65593403 stating that the SRS light was on.

Writer advised customer that we don't advise to drive the vehicle & that we can set up a tow for him.

Customer declined stating he has a very busy day today & cannot do it.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1058441    **Cus Ident** 26324893    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Laguna Hills CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05101    FLETCHER JONES MOTORCAR    NEWPORT BEACH CA  
**Last Sell Dlr** 05752    SILVER STAR A. G. LTD.    THOUSAND OAKS CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J45A [REDACTED]  
**Mileage** 15000    **Prod Date** 11/11/2004    **Warr Date** 12/21/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/27/2006 16:45:20	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/27/2006 16:45:16	Patricia Murdy	6394
Air Bags	Airbag	01/27/2006 16:45:13	Patricia Murdy	6394

## Summary Notes

1/27/2006 16:45:10 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating the SRS light was on.

Writer advised customer vehicle should be towed & writer offered to set up.

Customer declined tow, requested dealer connect, stated they would drive the vehicle in.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1076949    **Cus Ident** 30515172    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Deerfield Beach    FL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 15317    MERCEDES-BENZ OF POMPAN    POMPANO BEA    FL  
**Sell Dlr** 14316    MERCEDES-BENZ OF TAMPA    TAMPA    FL  
**Last Sell Dlr** 15317    MERCEDES-BENZ OF POMPAN    POMPANO BEA    FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J06A [REDACTED]  
**Mileage** 46    **Prod Date** 3/9/2005    **Warr Date** 12/23/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/10/2006 16:53:33	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/10/2006 16:53:21	Patricia Murdy	6394
Air Bags	Airbag	02/10/2006 16:53:19	Patricia Murdy	6394

## Summary Notes

2/10/2006    16:53:11    Patricia Murdy    6394

Customer contacted the CAC stating that his SRS light was on. Customer stated he was driving to work & declined to have the vehicle towed. Customer stated he would bring the vehicle to the dealer tomorrow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1307816    **Cus Ident** 35039228    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Little River    SC [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 72314    FOWLER MOTORS, INC.    CONWAY    SC  
**Last Sell Dlr** 44101    MERCEDES-BENZ OF JACKSON    JACKSON    MS

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J06A [REDACTED]  
**Mileage** 2100    **Prod Date** 10/25/2005    **Warr Date** 1/23/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	07/21/2006 10:40:35	Patricia Murdy	6394
	Declined Tow - SRS Light On	07/21/2006 10:54:07	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/21/2006 10:40:35	Patricia Murdy	6394
Air Bags	Airbag	07/21/2006 10:54:15	Patricia Murdy	6394

## Summary Notes

7/21/2006 10:40:35 Patricia Murdy 6394  
 Roadside - Electrical Problem [See Roadside Ticket ID: 2891382]  
 7/21/2006 10:53:57 Patricia Murdy 6394

Customer advised SRS light is on, writer advised him vehicle should be towed , as it is a safety concern.  
 Customer declined tow, stating he was going to drive the car to the dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1351012    **Cus Ident** 31150660    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 52101    MILLENNIUM AUTOMOTIVE GRI BRIDGEWATER NJ  
**Last Sell Dlr** 36100    FLAGSHIP MOTORCARS    LYNNFIELD    MA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J66X [REDACTED]  
**Mileage** 56    **Prod Date** 12/13/2005    **Warr Date** 3/18/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/18/2006 20:10:58	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/18/2006 20:10:49	Patricia Murdy	6394
Air Bags	Airbag	08/18/2006 20:10:46	Patricia Murdy	6394

## Summary Notes

8/18/2006    20:10:43    Patricia Murdy    6394

Customer contacted the CAC via teleaid stating that the SRS light was on.

Writer advised customer car should be towed. Customer stated that they were right down the street from their house & would drive it home.. Writer offered to arrange tow from their home. Customer stated they would call in the morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1364263    **Cus Ident** 29025576    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 22111    MERCEDES-BENZ OF ORLAND    ORLAND PARK    IL

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J56X [REDACTED]  
**Mileage** 11457    **Prod Date** 2/25/2005    **Warr Date** 8/12/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/28/2006 17:27:13	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/28/2006 17:27:06	Patricia Murdy	6394
Air Bags	Airbag	08/28/2006 17:27:04	Patricia Murdy	6394

## Summary Notes

8/28/2006    17:27:01    Patricia Murdy    6394

Customer contacted the CAC via teleaid stating that his SRS light was on. Customer stated he was in bumper to bumper traffic & did not want to be towed from there. Customer stated he would call back later.



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1368451    **Cus Ident** 32536146    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 66673    **MERCEDES-BENZ OF BEND**    **BEND**    **OR**  
**Last Sell Dlr** 66673    **MERCEDES-BENZ OF BEND**    **BEND**    **OR**

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26JX6A [REDACTED]  
**Mileage** 2500    **Prod Date** 2/8/2006    **Warr Date** 6/11/2006    **Model** E320CD 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	08/31/2006 13:20:50	Patricia Murdy	6394
	Declined Tow - SRS Light On	08/31/2006 13:22:30	Patricia Murdy	6394

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/31/2006 13:20:50	Patricia Murdy	6394
Air Bags	Airbag	08/31/2006 13:22:25	Patricia Murdy	6394

### Summary Notes

8/31/2006 13:20:50 Patricia Murdy 6394  
 Roadside - Electrical Problem [See Roadside Ticket ID: 2939432]  
 8/31/2006 13:22:21 Patricia Murdy 6394

Customer contacted the CAC via teleaid stating her SRS light was on. Writer advised customer we recommend vehicle be towed & offered to make arrangements. Customer declined stating she had people to drop off & would drive to the dealer when she was done.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1378152    **Cus Ident** 33753083    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Denver CO [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 08109    MERCEDES-BENZ OF WESTMIN    WESTMINSTER CO  
**Sell Dlr**

**Last Sell Dlr** 08103    MERCEDES-BENZ OF LITTLETC    LITTLETON CO  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J55A [REDACTED]  
**Mileage** 22000    **Prod Date** 8/10/2004    **Warr Date** 11/1/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/07/2006 12:54:20	Patricia Murdy	6394
Roadside	Declined Tow - SRS Light On	09/07/2006 12:54:45	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	09/07/2006 12:54:36	Patricia Murdy	6394
Electrical System	Electrical System	09/07/2006 12:54:27	Patricia Murdy	6394
Visibility	Visibility	09/07/2006 12:54:48	Patricia Murdy	6394
Air Bags	Airbag	09/07/2006 12:54:29	Patricia Murdy	6394

## Summary Notes

9/7/2006 12:54:12 Patricia Murdy 6394

Customer contacted the CAC expressing dissatisfaction with her vehicle. Customer stated that she's had transmissions issues & climate control issues. Customer stated that today her SRS light is on and she refuses to have the vehicle towed. Customer stated she will not pay \$15.99 a day for a rental vehicle. Customer stated she needs her car for work.

Writer inquired what customer would like writer to do to assist. Customer stated, "Do you want to pay \$15.99 a day for my car?" Writer advised customer that each dealer is independently owned & operated & sets their own loan vehicle policy. Customer stated, "Then what is the purpose of the warranty?" Writer advised customer the warranty protects against manufacturing defects. Writer advised customer her comments would be documented.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1404703    **Cus Ident** 31177603    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 34108    EURO MOTORCARS GERMANTOWN MD  
**Last Sell Dlr** 34108    EURO MOTORCARS GERMANTOWN MD  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J06A [REDACTED]  
**Mileage** 6400    **Prod Date** 1/11/2006    **Warr Date** 3/19/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	09/26/2006 16:52:33	Patricia Murdy	6394
	Declined Tow - SRS Light On	09/26/2006 16:54:17	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/26/2006 16:52:33	Patricia Murdy	6394
Air Bags	Airbag	09/26/2006 16:54:12	Patricia Murdy	6394

## Summary Notes

9/26/2006    16:52:34    Patricia Murdy    6394  
 Roadside - Electrical Problem [See Roadside Ticket ID: 2969425]  
 9/26/2006    16:54:09    Patricia Murdy    6394

Customer called via teleaid stating that his SRS light was on. Customer declined tow for right now, stating he had to pick someone up. He stated that he would call back later.

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

**Note ID** 1430785    **Cus Ident** 45568831    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Danbury

CT [REDACTED]

**Phone** [REDACTED]**Phone Location** Business**Assign Dlr** 09116    MERCEDES-BENZ OF DANBUR' DANBURY    CT**Sell Dlr** 09116    MERCEDES-BENZ OF DANBUR' DANBURY    CT**Last Sell Dlr** 09116    MERCEDES-BENZ OF DANBUR' DANBURY    CT**Note to Market Ind:****Amount****Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J75X [REDACTED]  
**Mileage** 57000    **Prod Date** 11/5/2004    **Warr Date** 12/31/2004    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/16/2006 12:03:56	Patricia Murdy	6394

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/16/2006 12:03:58	Patricia Murdy	6394
Air Bags	Airbag	10/16/2006 12:04:00	Patricia Murdy	6394

**Summary Notes**

10/16/2006    12:03:48    Patricia Murdy    6394

Customer contacted the CAC seeking post warranty assistance for an SRS issue. Customer claims he had multiple problems with that when his vehicle was in warranty. Customer feels MB should cover this \$600 expense

Writer advised customer he would want to direct his request to the SM at the dealer, as he is in the position to review this & possibly offer assistance.



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1723988    **Cus Ident** 28369394    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Miami    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage** 23000    **Prod Date** 2/23/2005    **Warr Date** 5/9/2005    **Model** E350W 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	04/19/2007 10:51:43	Patricia Murdy	6394
	Declined Tow - SRS Light On	04/19/2007 10:53:34	Patricia Murdy	6394

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/19/2007 10:51:43	Patricia Murdy	6394
Air Bags	Airbag	04/19/2007 10:53:30	Patricia Murdy	6394

### Summary Notes

4/19/2007 10:51:43 Patricia Murdy 6394  
 Roadside - Electrical Problem [See Roadside Ticket ID: 3204942]  
 4/19/2007 10:53:25 Patricia Murdy 6394

Customer called via teleaid advising her SRS light was on. Writer advised customer we recommend she not drive the vehicle & offered to set up a tow. Customer stated that the light's been on for a week & will just make an appointment with the dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 919353 **Cus Ident** 20248662 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Poplar Bluff MC [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 22444 FOLEY - SWEITZER MOTOR SA MARION IL  
**Sell Dlr** 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL  
**Last Sell Dlr** 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 11311 **Prod Date** 6/2/2004 **Warr Date** 7/31/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	08/22/2005 09:44:26	Joseph Leonardi	6255

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/22/2005 09:44:19	Joseph Leonardi	6255

## Summary Notes

8/22/2005 09:44:13 Joseph Leonardi 6255

Customer contacted the CAC in reference to her 2005 E320W. She claims that she has been waiting for a SRS control Module for 2 weeks.

She is upset because she has been waiting and the dealership can not give her an ETA on the part.

Writer apologized and informed her that he will forward her concerns.

8/22/2005 16:22:42 Robyn Letz 6209

From PAC:

TAC case 83934. Tech is installing part today (pigtail harness) . ETA 8/23

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

**Note ID** 923567 **Cus Ident** 27317628 **Legal** **Note Type** Summary Note  
**Customer Ms.** [REDACTED]  
**Address** [REDACTED]

Saratoga Springs NY [REDACTED]

**Phone** [REDACTED] **Phone Location** Mobile**Assign Dlr** 55132 KEELER MOTOR CAR COMPAN LATHAM NY**Sell Dlr** 55132 KEELER MOTOR CAR COMPAN LATHAM NY**Last Sell Dlr****Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]  
**Mileage** 5141 **Prod Date** 11/30/2004 **Warr Date** 1/20/2005 **Model** CLS500i 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	09/01/2005 12:19:52	Joseph Leonardi	6255
Electrical System	Electrical System	09/01/2005 12:19:42	Joseph Leonardi	6255

**Summary Notes**

9/1/2005 12:19:25 Joseph Leonardi 6255

Customer contacted the CAC in reference to her 2006 CLS500. She states that she turned in her 2006 E350 because of her ongoing issues and now purchased the 2006 CLS. She alleges that the vehicle is at the dealership now for a check engine light and the SRS light. She states that the dealership is in touch with Mercedes-Benz on this issue and she requests that her issues be documented.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1017850    **Cus Ident** 13734341    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Missouri City TX [REDACTED]

**Phone** [REDACTED]    **Phone Location** Business  
**Assign Dlr** 32100    MERCEDES-BENZ OF BATON R    BATON ROUGE    LA  
**Sell Dlr** 75534    EWING AUTOHAUS    PLANO    TX  
**Last Sell Dlr** 75534    EWING AUTOHAUS    PLANO    TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X06A [REDACTED]  
**Mileage** 2722    **Prod Date** 10/4/2005    **Warr Date** 10/28/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	12/28/2005 11:30:36	Joseph Leonardi	6255

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/28/2005 11:26:33	Joseph Leonardi	6255

## Summary Notes

12/28/2005 11:26:21 Joseph Leonardi 6255

Customer called the CAC tele-aid. He is upset because his vehicle was at the dealership for an issue with the SRS system. He said that he "took time out of his day" to go to the dealership and they did not have the part so he had to order it.

He said that he is disappointed because the car has to go to the dealership within the first 2 months of ownership and that the dealership does not have the parts for it and they can not tell him when it will be in.

Writer apologized and informed him that he would document and forward his concerns.

12/28/2005 11:30:28 Joseph Leonardi 6255

Writer called and spoke with Kim in service, she stated that they are waiting for a tele-aid module and an SRS Module.

They did not have part #'s at this time.

1/10/2006 14:14:01 William Maher 6250

Update from PAC:

"Parts man Jay Gelpi informed me that they have the parts. Service person Kim Garfola made an appointment with the client for 1/10 to have the parts installed."

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1045841    **Cus Ident** 10493055    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Manalapan    NJ [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 51126    MERCEDES-BENZ OF FREEHOL    FREEHOLD    NJ  
**Sell Dlr** 51126    MERCEDES-BENZ OF FREEHOL    FREEHOLD    NJ  
**Last Sell Dlr** 51126    MERCEDES-BENZ OF FREEHOL    FREEHOLD    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J45X [REDACTED]  
**Mileage** 15700    **Prod Date** 12/3/2004    **Warr Date** 2/19/2005    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/18/2006 12:19:51	Joseph Leonardi	6255

## Summary Notes

1/18/2006    12:19:40    Joseph Leonardi    6255

Customer called the CAC in reference to his 2005 E320W4. He stated that the vehicle. He said that his vehicle has been to the dealership 6 times for various issues.

He stated that he has had issues with the SRS, power steering, Steering controls, crack in the wood shifter. He disappointed in the quality and wanted to voice his feelings. Writer apologized and informed him that he would document and forward his comments.

**Summary Note Information**

Mercedes Benz of U.S.A

**Note ID** 1431280 **Cus Ident** 26375279 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**  
**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J16A [REDACTED]  
**Mileage** 15580 **Prod Date** 7/19/2005 **Warr Date** 10/10/2005 **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/16/2006 15:12:02	Joseph Leonardi	6255

**Summary Notes**

10/16/2006 15:11:57 Joseph Leonardi 6255

E-mail: [REDACTED]  
Comments: I purchased this car with the understanding from the salesman, that the SIRIUS antenna and receive could be dealer installed, as long as the car had the factory GPS system installed. The dealer now tells me that even though my car has the proper front end installed, the car was not factory wired for the SIRIUS system for the 2006 model year. I just can't believe that Mercedes does not make a wiring harness that the dealer can install? Please HELP! Thanks, [REDACTED]

10/18/2006 10:37:49 Joseph Leonardi 6255

Dear Mr. [REDACTED]  
Thank you for your recent e-mail to our Customer Assistance Center.  
We regret the circumstances which prompted you to contact us and apologize for any inconvenience caused. As you are aware, SIRIUS Satellite radio for Model Year 2006 E320CDI is a factory installed option only and can not be later installed at the dealership.

Please be assured that your comments have been documented and forwarded to the appropriate individuals within our company. The opportunity to correspond is appreciated.

Sincerely,

Joseph L.  
Customer Relations Liaison

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1453298 **Cus Ident** 26300995 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Staten Island 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**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]  
**Mileage** 14155 **Prod Date** 11/2/2004 **Warr Date** 12/15/2004 **Model** E320W 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/01/2006 11:06:34	Joseph Leonardi	6255

## Summary Notes

11/1/2006 11:06:28 Joseph Leonardi 6255

CORRES: 308506.

Customer sent letter to the CAC in reference to his 2004 E320. He states that he has had recurring issues with the electrical harness in the vehicle. He claims that due to his recurring issues, the dealership offered him 2,500 towards a new vehicle.

He claims that when negotiating the new deal he had to pay 4,400 to get out of the vehicle and pay 671 for 27 months, which is more than he currently pays.

Customer feels that his offer is "inadequate".

11/1/2006 11:07:58 Joseph Leonardi 6255

Writer e-mailed SPOM, He responded.

Joe - it was an offer that I made with the GSM. I am here today and will discuss with him appropriately. The customer does NOT have a bad vehicle as you can see from the VMI. This was a goodwill gesture due to some concerns. I will handle.

Regards,

Joe Gallagher  
 Service and Parts Operations Manager

## Summary Notes

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11/6/2006 15:36:12 Joseph Leonardi 6255

Hello Joe,

Was there a resolution reached with this customer?

Thank you  
Joe

SPOM replies

unfortunately not. Dealer overpromised. Customers history wasnt close to what he thinks it is. Customer was upside down \$10k which I was not going to cover. I'll find out if they worked anything further out.

Regards,

Joe Gallagher  
Service and Parts Operations Manager

11/7/2006 08:53:09 Joseph Leonardi 6255

Hey Joe

I am in the process of writing Mr. [REDACTED] his letter. Just to clarify, is there ANY offer from MB still on the table for this customer?

Thanks again  
Joe

11/7/2006 09:09:14 Joseph Leonardi 6255

he can apply the \$2500 goodwill money for another vehicle if he chooses.

Regards,

Joe Gallagher  
Service and Parts Operations Manager

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1454814    **Cus Ident** 26217997    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Spring TX [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 75117    MERCEDES-BENZ OF HOUSTOI HOUSTON TX  
**Sell Dlr** 75116    MERCEDES-BENZ OF HOUSTOI HOUSTON TX  
**Last Sell Dlr** 75117    MERCEDES-BENZ OF HOUSTOI HOUSTON TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J55A [REDACTED]  
**Mileage** 22290    **Prod Date** 10/8/2004    **Warr Date** 11/10/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/02/2006 11:21:54	Joseph Leonardi	6255

**Summary Notes**

11/2/2006 11:21:49 Joseph Leonardi 6255

**Comments**

As Mercedes so effectively markets, I spent many years working toward the ultimate rewards of success. A Mercedes clearly fit the bill. Now that I reached that point in my life, somethings are not what I had hoped. My greatest disappointment... My wifes Mercedes. We have had it for two years, bought new. It has been in repetatively for the same things, the SRS (3 times), an unidentified suspension problem (3 times)among other things. These issues still persist. My new material goals: to replace my Mercedes with a BMW or Lexus. Thank for reminding me that material things are just that, material things. Sincerely, [REDACTED]

11/2/2006 11:26:03 Joseph Leonardi 6255

Writer left voice mail for customer.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1529715    **Cus Ident** 8194540    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

North Canton    OH [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 62100    KEMPTHORN MOTORS, INC.    CANTON    OH  
**Sell Dlr** 62100    KEMPTHORN MOTORS, INC.    CANTON    OH  
**Last Sell Dlr** 62110    MERCEDES-BENZ OF WEST CHESTER    WEST CHESTER    OH

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X26A [REDACTED]  
**Mileage** 10260    **Prod Date** 12/13/2004    **Warr Date** 3/7/2005    **Model** CLS500( 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	12/26/2006 11:11:44	Joseph Leonardi	6255

### Summary Notes

12/26/2006    11:11:39    Joseph Leonardi    6255

Customer called the CAC in reference to his 2006 CLS500. Customer stated that his SRS light has come on and he called the dealership to make an appointment.

He states that the dealership does not have any openings and informed him that they can set up an appointment with him "early January".

He wanted to know if the dealership can set up an appointment at an earlier time. Writer informed him that authorized MB dealerships are independently owned and operated and responsible for their daily business activities including scheduling.

Writer offered to call dealership.

12/26/2006    11:15:05    Joseph Leonardi    6255

Writer called and spoke with SM. He stated that he will look into the situation and return call back.

12/26/2006    13:00:16    Joseph Leonardi    6255

Bob (SM) called from the dealership, He stated that customer is coming in on the 4th and he is fine with this date

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1608868    **Cus Ident** 35537689    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Fontana    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05127    MERCEDES-BENZ OF WEST CC    WEST COVINA    CA  
**Sell Dlr** 05646    RUSNAK/ARCADIA    ARCADIA    CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J05A [REDACTED]  
**Mileage** 18000    **Prod Date** 9/30/2004    **Warr Date** 12/28/2004    **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Dissatisfied CPO Certification	02/15/2007 14:22:41	Joseph Leonardi	6255

## Summary Notes

2/15/2007    14:22:29    Joseph Leonardi    6255

Customer called the CAC in reference to his CPO 2005 E500. He stated that he is disappointed with the CPO certification.

He claims that there was an issue with the SRS, the tires were below the recommended pressure and were "bald" and the vehicle is pulling to the right "hard".

He alleges that he brought these issues to the attention of the dealership and they addressed the issues with the SRS and the tire pressure.

He states that the vehicle is still pulling to the right and he stated that he was told by the dealership that "they don't want to see the car anymore".

Customer is skeptical that the vehicle was properly certified and wants the alignment checked and repaired by the dealership.

he alleges that he has sent e-mailed and left voice mails but they have not returned his e-mails or calls.

Writer informed him that he will call the dealership.

2/15/2007    14:27:36    Joseph Leonardi    6255

Writer left voice mail for the service manager.



## Summary Notes

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2/20/2007 10:42:24 William Maher 6250

Customer called in reference to above. Customer stated he received an Email from the General Manager telling him that there is nothing that they are willing to do for him.

Writer apologized however informed him that the dealerships are privately owned and operated and are responsible for the certifying of the vehicles. Writer informed him that the General Manager is the person that would make this decision.

2/21/2007 16:35:15 Timothy Ucker 7810

Customer phoned the CAC in regards to above alleging he has taken his vehicle to another unknown dealer and they have told him the alignment is off and are going to charge him \$120.00 to correct it.

Customer is requesting compensation from the selling dealer.

Writer advised it is difficult to comment on the above from this vantage point as the dealer is in the best position to determine the best procedure in addressing the above.

Writer advised customer dealers are independently owned and operated and this is an issue to be addressed at a local level.

Writer apologized for any inconvenience, thanked customer for calling, and advised customer that all comments will be documented as well as shared with the appropriate parties for review.

Writer advised customer to be in contact with General Manager, as that is the best point of contact regarding the above.

NTMT: Dealer, MM, and SPOM

2/21/2007 17:43:33 Timothy Ucker 7810

Writer re-contacted customer to determine which dealer performed the above alignment.

Penske Motorcars in West Covina.

Customer also added to above an allegation that the dealer sold him the vehicle as Certified Pre-Owned with illegally bald tires on the rear.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 941763 **Cus Ident** 19449209 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

N Massapequa NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 55111 MERCEDES-BENZ OF MASSAPEQUA AMITYVILLE NY  
**Sell Dlr** 55111 MERCEDES-BENZ OF MASSAPEQUA AMITYVILLE NY

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J05X [REDACTED]  
**Mileage** 10751 **Prod Date** 12/17/2004 **Warr Date** 2/7/2005 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Lack of Followup	10/19/2005 15:24:27	Penny Radies	6310
	Excessive Wait for Vehicle Repair	10/19/2005 15:24:27	Penny Radies	6310
	Commitments Not Fulfilled As Promised	10/19/2005 15:24:27	Penny Radies	6310
<b>Survey Inquiries</b>	Inbound Call - No Survey	10/19/2005 15:23:12	Penny Radies	6310

## Summary Notes

10/19/2005 15:23:05 Penny Radies 6310

Customer, Mr. [REDACTED] called in to initiate a complaint. Customer claims he just received his SES survey for his 10/7/05 service visit. Customer states he is very dissatisfied - customer claims his appt. was for 8:30 for the SRS light and maintenance- arrived at 8:15. Customer was waiting for three hours and then approached the service representative to determine the status. The rep. informed him that the vehicle has not been looked at yet. Customer is very upset by this lack of concern for his time and poor customer service. Customer claims he had just received a letter from the dealer promoting this dealer and how they have 30 bays waiting to service the need of MB customers. Customer can't believe that he waited for three hours only to be told the vehicle wasn't looked at yet - not acceptable. Customer was eventually given a loaner. Writer offered regrets on this experience and advised customer to please complete the SES survey as this is one of the way to communicate to the dealer which area's they need improvement. Customer states that he will send in the survey. writer thanked customer for his time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 905065 **Cus Ident** 12368277 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Scarsdale NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business  
**Assign Dlr** 09103 MERCEDES-BENZ OF GREENW GREENWICH CT  
**Sell Dlr** 09103 MERCEDES-BENZ OF GREENW GREENWICH CT

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]  
**Mileage** 3790 **Prod Date** 7/8/2004 **Warr Date** 11/30/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/18/2005 15:14:43	William Maher	6250

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/18/2005 15:14:46	William Maher	6250

## Summary Notes

7/18/2005 15:14:37 William Maher 6250

Patrick from the dealership called claiming that their customer does not accept their decision of why the airbags allegedly didn't deploy during an accident. Customer claims that he has never received a letter from MBUSA.

Writer sent e-mail to Frank Berenz for review.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 837236 **Cus Ident** 18790988 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Claremont CA [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]  
**Mileage** 2199 **Prod Date** 7/14/2004 **Warr Date** 10/31/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	02/01/2005 17:25:46	Brian Dudek	7814

### Summary Notes

2/1/2005 17:21:47 Brian Dudek 7814  
 See CA Referral # 175636

Customer phoned the CAC to request a report of findings from CA Referral an alleged non air bag deployment. Customer advised he is looking for MBUSA assistance in getting out of his vehicle. Customer advised Regional Representative Scott Fischer will not return his call. Customer advised he is requesting the report since he feels the vehicle airbags didn't work as designed and wants to bring the report to other experts, or BBB.

Writer apologized to customer and advised the findings can be obtained by placing a request in writing to the legal department of MBUSA. Writer directed customer to discuss request of getting out of his vehicle with the sales manager.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 862983 **Cus Ident** 29530406 **Legal** **Note Type** Roadside Assista  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Aventura FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Last Sell Dlr

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

### Vehicle Information

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 5311 **Prod Date** 9/22/2004 **Warr Date** 11/15/2004 **Model** E320W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/02/2005 18:45:51	Michelle Cipolla	6328

### Summary Notes

4/2/2005 18:45:44 Michelle Cipolla 6328

SRS light on- Writer advised customer to have vehicle towed. Customer DECLINED tow and stated they were less than 1 mile from home. Writer encouraged customer to have vehicle towed to ensure safety. Writer advised customer that vehicle must be checked at authorized MB dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 865669    **Cus Ident** 26455885    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED]    **World Vin:** WDBUH83J05X [REDACTED]  
**Mileage** 870    **Prod Date** 7/8/2004    **Warr Date** 2/12/2005    **Model** E500S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	04/07/2005 14:24:51	Michelle Cipolla	6328

**Summary Notes**

4/7/2005    14:24:43    Michelle Cipolla    6328

Customer called in on Tele-Aid stating SRS-visit workshop & SOS- visit workshop messages are in display. Writ advised customer that the vehicle should be towed to ensure safety.  
 Customer DECLINED tow.  
 Writer advised customer to have vehicle checked at an authorized MB dealership and customer stated she will.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 880237    **Cus Ident** 45455603    **Legal**    **Note Type** Summary Note  
**Customer Ms.** ██████████ ██████████  
**Address** ██████████

Chino Hills

CA ██████████

**Phone** (██████████

**Phone Location**

Residence

**Assign Dlr**

**Sell Dlr** 05734

HOUSE OF IMPORTS, INC.

BUENA PARK CA

**Last Sell Dlr**

**Note to Market Ind:**

**Amount**

**Vehicle Information**

**DBAG Vin** 2110651A ██████████

**World Vin:** WDBUF65J45A ██████████

**Mileage** 7262    **Prod Date** 11/24/2004    **Warr Date** 12/31/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	05/11/2005 17:20:16	Michelle Cipolla	6328

### Summary Notes

5/11/2005 17:20:07 Michelle Cipolla 6328

Customer contacted Roadside via Tele-aid claiming SRS light is on.

Writer advised customer that the vehicle should be towed to MB dealer. Customer DECLINED tow and advised she will drive vehicle to dealer 05101.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 916429 **Cus Ident** 4955285 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Delray Beach FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 15317 MERCEDES-BENZ OF POMPANO BEACH FL

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]  
**Mileage** 1 **Prod Date** 3/21/2005 **Warr Date** 5/16/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/15/2005 13:36:44	Sophia Anglyn	6354

**Summary Notes**

8/15/2005 13:36:14 Sophia Anglyn 6354

customer called in and stated that the SRS light was on. Writer advised of meaning, offered tow...customer wanted loaner vehicle-writer advised dealer would have to provide loaner. Customer was unsure if they wanted tow or to drive in. Writer advised to call back rap if they changed their mind and wanted vehicle towed.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 924542 **Cus Ident** 12430964 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ  
**Last Sell Dlr** 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ

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

### Vehicle Information

**DBAG Vin** 2112821X [REDACTED] **World Vin:** WDBUH82J35X [REDACTED]  
**Mileage** 3413 **Prod Date** 11/4/2004 **Warr Date** 3/16/2005 **Model** E320S4 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/04/2005 20:53:52	Sophia Anglyn	6354

### Summary Notes

9/4/2005 20:53:43 Sophia Anglyn 6354

Customer called in, stated that the SRS light was on...writer advised of meaning/offered tow, customer declined...stated that he would take vehicle into dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 927290 **Cus Ident** 28370546 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Rowland Heights CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 1315 **Prod Date** 3/7/2005 **Warr Date** 5/7/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/12/2005 16:48:36	Sophia Anglyn	6354

**Summary Notes**

9/12/2005 16:48:05 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on... writer advised of meaning/offered tow...customer declined, stated that he would take vehicle in... advised to call back rap if he needed further assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 934825 **Cus Ident** 7845167 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Highland Beach FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 15317 MERCEDES-BENZ OF POMPANO BEACH FL  
**Last Sell Dlr** 17114 RBM OF ATLANTA - NORTH ALPHARETTA GA

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J86A [REDACTED]  
**Mileage** 1 **Prod Date** 4/21/2005 **Warr Date** 7/13/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/02/2005 15:49:08	Sophia Anglyn	6354

**Summary Notes**

10/2/2005 15:49:01 Sophia Anglyn 6354

Customer called in and stated that her SRS light was on... writer advised of meaning, offered tow. Customer declined she stated that she would take vehicle into dealer tomorrow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 944997 **Cus Ident** 26137208 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY  
**Last Sell Dlr** 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J05X [REDACTED]  
**Mileage** 2005 **Prod Date** 3/15/2005 **Warr Date** 5/20/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/29/2005 20:20:04	Sophia Anglyn	6354

**Summary Notes**

10/29/2005 20:19:09 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on... writer advised of meaning/offered tow... customer declined, he stated that he would bring vehicle into dealer on his own... writer advised to call back rap if he needs further assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 947739 **Cus Ident** 26251432 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Baton Rouge LA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 14348 **Prod Date** 7/30/2004 **Warr Date** 11/26/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/06/2005 14:30:46	Sophia Anglyn	6354

## Summary Notes

11/6/2005 14:30:37 Sophia Anglyn 6354

Customer called in and stated that her battery light was flashing periodically, she had esp malfunction, consumer electronic warning and the SRS light was on... Writer advised of meaning of warnings... offered tow... customer declined and stated that she would take vehicle in on her own... writer advised to call back rap if she needed further assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 964984 **Cus Ident** 26366380 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Bethesda MD [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J05A [REDACTED]  
**Mileage** 6947 **Prod Date** 8/16/2004 **Warr Date** 12/18/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/18/2005 20:41:24	Sophia Anglyn	6354

**Summary Notes**

11/18/2005 20:41:11 Sophia Anglyn 6354

Customer called in and stated that her SRS light was on... writer advised of meaning... offered tow... customer declined... advised to see dealer asap.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 966407 **Cus Ident** 44657810 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

New York

NY [REDACTED]

**Phone** ([REDACTED])

**Phone Location** Mobile

**Assign Dlr**

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

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

**Note to Market Ind: Amount**

**Vehicle Information**

**DBAG Vin** 2112871X [REDACTED] **World Vin:** WDBUH87J76X [REDACTED]  
**Mileage** 2650 **Prod Date** 2/17/2005 **Warr Date** 3/31/2005 **Model** E350S4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/20/2005 13:07:54	Sophia Anglyn	6354

**Summary Notes**

11/20/2005 13:07:46 Sophia Anglyn 6354

Customer called in and stated that his SRS light was on, writer advised of meaning and offered tow into dealer... Customer declined, he stated that he would take vehicle in on his own. Writer advised customer to call back if he changed his mind/needed further assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1031526    **Cus Ident** 7791498    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Falls Church    VA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J75X [REDACTED]  
**Mileage** 10000    **Prod Date** 12/16/2004    **Warr Date** 4/2/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/07/2006 13:37:47	Sophia Anglyn	6354

**Summary Notes**

1/7/2006    13:37:32    Sophia Anglyn    6354

Customer called in and stated that his SRS light was on... Writer advised of meaning/offered tow... customer was concerned with loaner vehicle... Writer advised rap could assist with rental-would need to speak with dealer for loaner... could not advise of length of repair etc. customer stated that he would call back if he decided to have vehicle towed.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1060153 **Cus Ident** 25431087 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Broomall** **PA** [REDACTED] **Phone Location** Business  
**Assign Dlr**  
**Sell Dlr** 51138 INTERCAR, INC. NEWTON NJ  
**Last Sell Dlr**

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

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2110871X [REDACTED]	<b>World Vin:</b> WDBUF87J76X [REDACTED]
<b>Mileage</b> 1	<b>Prod Date</b> 9/15/2005 <b>Warr Date</b> 10/28/2005 <b>Model</b> E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/29/2006 15:43:23	Sophia Anglyn	6354

## Summary Notes

1/29/2006 15:43:12 Sophia Anglyn 6354

customer called in and stated that his SRS light was on. Writer advised of meaning/offered tow. customer declined, he stated that he would contact dealer tomorrow to make appointment.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1060181    **Cus Ident** 21737201    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 34205    MERCEDES-BENZ OF HAGERS' HAGERSTOWN MD  
**Last Sell Dlr** 34205    MERCEDES-BENZ OF HAGERS' HAGERSTOWN MD

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J25X [REDACTED]  
**Mileage** 25334    **Prod Date** 7/19/2004    **Warr Date** 12/10/2004    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/29/2006 16:08:00	Sophia Anglyn	6354

**Summary Notes**

1/29/2006    16:07:52    Sophia Anglyn    6354

customer called in and stated that his SRS light was on again. writer advised of meaning advised rap could tow/call dealer asap to make appointment.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 858697 **Cus Ident** 12328283 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Cazenovia NY [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY  
**Sell Dlr** 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY  
**Last Sell Dlr** 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J15X [REDACTED]  
**Mileage** 6317 **Prod Date** 7/7/2004 **Warr Date** 9/16/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	03/24/2005 15:13:26	Julia Hart	6254
	Long Wait Time for Part(s)	03/24/2005 15:13:26	Julia Hart	6254

**Summary Notes**

3/24/2005 15:12:54 Julia Hart 6254

Customer contacted the CAC demanding assistance with vehicle.

Customer alleges his vehicle is currently at dealer 56119 awaiting a part for the "SRS". Customer claims he has been dealing with "SD John Bruno" who originally advised the part would arrive on 3-22-05, however it is now 3-24-05 & there is no ETA. Customer is extremely pleased with the dealership , but would like MBUSA to "step up" & assist in locating the part.

Customer stated "I am a retired Chrysler employee & we would never treat our customers this way!"

Writer apologized & advised customer I would research his concerns & contact him with any updated information

Customer is requesting I contact him today regardless what information I have obtained. Writer agreed.

3/24/2005 15:17:29 Julia Hart 6254

Writer spoke with Parts Manager Tom from dealer 56119.

Tom advised the Part is a Spital Contact & the Part # is 1714640518. Order # 1145596.

Tom claims he was originally advised this part was available in Fontana in which he would receive the part on 3-22-05. Tom stated the part never came in which he then contacted "Damien from Parts" who advised he has located this part in Robbinsville in which it will be shipped on 3-25-05. Tom stated he was not able to locate this part in Robbinsville & would like confirmation that the part will be shipped.

3/24/2005 15:23:11 Robyn Letz 6209

sent to PAC.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 885557 **Cus Ident** 26064991 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]  
**Mileage** 3552 **Prod Date** 8/25/2004 **Warr Date** 10/14/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	05/25/2005 13:43:34	Julia Hart	6254
	Personnel Issues or Complaints	05/25/2005 13:43:34	Julia Hart	6254

## Summary Notes

5/25/2005 13:43:26 Julia Hart 6254

Customer contacted the CAC to express displeasure with vehicle.

Customer is extremely displeased with the quality of the vehicle as he alleges several repairs have been performed in the last few months of ownership.

Customer claims currently the SRS light is on in which dealer 05101 is sending someone out to pick the vehicle u

Customer is demanding MBUSA provide "customer service" & adjust to the customer's needs.  
 Customer is requesting when his vehicle is in for service, MB waive the charges for insurance on the rental vehic  
 & reimburse him for gas used.

Writer apologized & advised the customer all dealerships are independently owned & operated & set their own  
 policies regarding loaner vehicles.  
 Writer explained MBUSA will continue to honor the terms of the warranty & provide technical assistance if needed

Writer offered to contact the SM to further discuss the outstanding issue with his vehicle.

Customer stated he has already spoken with "SM, Bob Evens" & is requesting to speak with a supervisor to waiv  
 the charges for gas & insurance on his rental vehicle.

Writer explained there are no supervisors available & reiterated that MB would not be able to assist in providing  
 him with gas & insurance.  
 Writer assured the customer his concerns will be documented & shared on his behalf.

Customer requested the name & # of the President. Writer provided.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 895510 **Cus Ident** 18687762 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 4921 **Prod Date** 2/17/2005 **Warr Date** 3/28/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	06/22/2005 15:16:57	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	06/22/2005 15:16:51	Julia Hart	6254

## Summary Notes

6/22/2005 15:16:48 Julia Hart 6254

Customer called via Tele Aid (Incident # 64712296) regarding the SRS light.

Writer advised the air bag may deploy inadvertently or may not deploy if involved in an accident. Writer advised i may be a sensor, but a tow would be recommended as their is no way to determine that over the phone.

Customer declined & stated he will take it to the dealer ASAP.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 903937 **Cus Ident** 26526586 **Legal** **Note Type** Summary Note  
**Customer Ms.** [REDACTED]  
**Address** [REDACTED]

Coral Springs FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 51146 RAY CATENA MOTOR CAR COF EDISON NJ  
**Sell Dlr** 51146 RAY CATENA MOTOR CAR COF EDISON NJ  
**Last Sell Dlr** 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J25X [REDACTED]  
**Mileage** 10346 **Prod Date** 6/17/2004 **Warr Date** 3/19/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/14/2005 17:56:09	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/14/2005 17:56:00	Julia Hart	6254

## Summary Notes

7/14/2005 17:55:53 Julia Hart 6254

Customer contacted the CAC via Tele Aid in regards to the SRS light.

Writer advised the SRS light is pertaining to the restraint system/airbag. Writer explained the air bag may deploy inadvertently or may not deploy if involved in an accident. Writer advised it may be a sensor however there is no way to determine that over the phone, therefore MB would recommend having the vehicle towed.

Customer declined & stated she will contact her dealer for service.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 926149 **Cus Ident** 25600246 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Hialeah FL [REDACTED]  
**Phone** (000)000-0000 **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J75A [REDACTED]  
**Mileage** 20000 **Prod Date** 1/10/2005 **Warr Date** 4/12/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/08/2005 17:07:04	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/08/2005 17:06:58	Julia Hart	6254

## Summary Notes

9/8/2005 17:06:54 Julia Hart 6254

Customer contacted the CAC via Tele Aid (Incident # 65059741) regarding the SRS light.

Writer explained the SRS light is pertaining to the airbag/restraint system. Writer advised the airbag may not deploy if involved in an accident & may deploy inadvertently. Writer advised it may be a sensor, however there is no way to determine that over the phone, therefore MB recommends having the vehicle towed.

Customer declined & stated he is currently driving to the dealer.

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

**Note ID** 931571 **Cus Ident** 26464486 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

**Setauket** **NY** [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 55138 **MERCEDES-BENZ OF SMITHTO** **ST. JAMES** **NY**  
**Last Sell Dlr**

**Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]  
**Mileage** 1 **Prod Date** 12/16/2004 **Warr Date** 1/31/2005 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/23/2005 13:56:17	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/23/2005 13:56:08	Julia Hart	6254

**Summary Notes**

9/23/2005 13:56:04 Julia Hart 6254

Customer contacted the CAC via Tele Aid ( Incident # 65128426) regarding the SRS light.

Writer explained the SRS light is pertaining to the airbag/restraint system.  
 Writer advised the airbag may deploy inadvertently or may not deploy if involved in an accident.  
 Writer advised it may be a sensor, however there is no way to determine over the phone, therefore a tow is recommended.

Customer declined & stated he has already scheduled an appointment for Tuesday.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 946411 **Cus Ident** 11204706 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA  
**Last Sell Dlr** 84602 PHIL SMART, INC. SEATTLE WA

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]  
**Mileage** 6825 **Prod Date** 3/21/2005 **Warr Date** 6/21/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/02/2005 18:50:05	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/02/2005 18:49:58	Julia Hart	6254

## Summary Notes

11/2/2005 18:49:55 Julia Hart 6254

Customer called via Tele Aid in regards to the SRS light.

Writer explained the SRS light does pertain to the restrain system/airbag.

Writer advised the air bag may deploy inadvertently or may not deploy if involved in an accident. Writer explained it may be a sensor, however there is no way to determine over the phone, therefore a tow is recommended.

Customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 946532 **Cus Ident** 12179815 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

La Crescenta CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA  
**Last Sell Dlr** 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J25A [REDACTED]  
**Mileage** 5196 **Prod Date** 11/10/2004 **Warr Date** 4/13/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/03/2005 11:54:45	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/03/2005 11:54:37	Julia Hart	6254

## Summary Notes

11/3/2005 11:54:32 Julia Hart 6254

Customer called via Tele Aid regarding the SRS light.

Writer advised the SRS light pertains to the restraint system/airbag & if the light is illuminated the air bag may deploy inadvertently or may not deploy if in an accident. Writer explained MB would recommend having the vehicle towed to the dealer.

Customer declined tow.

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

**Note ID** 1046609    **Cus Ident** 6824084    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Columbus

OH [REDACTED]

**Phone** [REDACTED]**Phone Location** Mobile**Assign Dlr** 62423

CROWN EUROCARS

DUBLIN

OH

**Sell Dlr** 62423

CROWN EUROCARS

DUBLIN

OH

**Last Sell Dlr****Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2110821X [REDACTED]**World Vin:** WDBUF82J75X [REDACTED]**Mileage** 1**Prod Date** 12/22/2004 **Warr Date** 2/28/2005 **Model** E320W4 2005**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/18/2006 18:00:46	Julia Hart	6254

**Summary Notes**

1/18/2006 18:00:32 Julia Hart 6254

Customer called via Tele Aid in regards to the SRS light.

Writer explained if the SRS light is illuminated the airbag may deploy inadvertently while driving or may not deplo if involved in an accident.

Writer advised it may be a sensor, however, there is no way to determine over the phone, therefore , a tow is recommended.

Customer stated he can not tow the vehicle at this time & he will stop by the dealer tomorrow.

1/18/2006 18:03:35 Julia Hart 6254

Writer spoke with Nathaniel in service at dealer 62423 who has made an appointment for the customer tomorrow

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1184343    **Cus Ident** 29260869    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Gillette    NJ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 51146    RAY CATENA MOTOR CAR COF EDISON    NJ

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J86X [REDACTED]  
**Mileage** 7670    **Prod Date** 7/8/2005    **Warr Date** 8/31/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	04/27/2006 12:28:25	Julia Hart	6254
	Declined Tow - SRS Light On	04/27/2006 12:32:09	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/27/2006 12:32:11	Julia Hart	6254

## Summary Notes

4/27/2006 12:28:25 Julia Hart 6254  
 Roadside - Other [See Roadside Ticket ID: 2794643]  
 4/27/2006 12:32:04 Julia Hart 6254  
 SRS LIGHT

Writer explained malfunction & MBUSA would suggest having the vehicle tow.

Customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1303916    **Cus Ident** 28412320    **Legal**    **Note Type** Summary Note  
**Customer** Ms.    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X16A [REDACTED]  
**Mileage** 13519    **Prod Date** 2/11/2005    **Warr Date** 2/28/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	07/18/2006 18:21:40	Julia Hart	6254
	Declined Tow - SRS Light On	07/18/2006 18:22:23	Julia Hart	6254

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/18/2006 18:22:16	Julia Hart	6254

## Summary Notes

7/18/2006    18:21:40    Julia Hart    6254  
 Roadside - Other [See Roadside Ticket ID: 2888430]  
 7/18/2006    18:22:13    Julia Hart    6254  
 SRS Light-Customer declined tow.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1528561    **Cus Ident** 31087703    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05759                      MERCEDES-BENZ OF ANAHEIM ANAHEIM                      CA  
**Last Sell Dlr** 05759                      MERCEDES-BENZ OF ANAHEIM ANAHEIM                      CA

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

**Vehicle Information**

<b>DBAG Vin</b> 2110561A [REDACTED]	<b>World Vin:</b> WDBUF56JX6A [REDACTED]
<b>Mileage</b> 150	<b>Prod Date</b> 11/15/2005 <b>Warr Date</b> 2/11/2006 <b>Model</b> E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/24/2006 16:52:52	Debra Durkin	7838

### Summary Notes

12/24/2006    16:52:43    Debra Durkin    7838

Customer indicates SRS light on in vehicle. Writer advised we could tow to dealer for him, or if he choses he could drive to dealer himself. He will let us know if he needs our assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2876880    **Cus Ident** 44407882    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Chestnut Hill    MA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr**

**Last Sell Dlr** 71108    VITI, INC.    TIVERTON    RI

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED]    **World Vin:** WDBUH83J55X [REDACTED]  
**Mileage** 12412    **Prod Date** 6/29/2004    **Warr Date** 10/30/2005    **Model** E500S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	11/17/2008 12:45:38	Debra Durkin	7838
Service / Repairs	Dissatisfied with brake wear	11/17/2008 12:45:16	Debra Durkin	7838
CAC	Returned Customer's Call/Subject Unknown	11/17/2008 14:01:20	Randall Bibber	4647

## Summary Notes

11/17/2008    12:42:01    Debra Durkin    7838

Primary Phone: [REDACTED]  
 Current Mileage: 12412  
 Dealer(s) involved: Viti

**Situation:** Customer called looking to speak to someone about the accident she had with her vehicle on Friday. Allegedly, car accelerated on its own while her foot was on the brake and she crashed into a cement wall in a parking garage. Front of car was smashed and Ms [REDACTED] advised no airbag deployed. Customer stated she has since gone on line and has seen many recalls on this vehicle including issues with "brake failure" and advised she or her husband has not gotten any notices or advisement from dealer about this or any issue. She is very upset and does not feel like she will be able to drive this car again, does not feel safe. Customer advised she was frustrated when no one answered phones this morning, stating the dept was in a meeting.

**Action Taken:** Writer advised she was sorry to hear about her accident, as well as the delay of getting thru today on our phones.

Writer stated she wasn't able to determine what could have caused this accident, and explained how recalls are vin specific and what she has seen on line may not be related to her vehicle. Also advised that writer did see campaigns, however, they do not require customer contact, they get inspected/repared at the dealer when in for service. Writer did not see any recalls related to "brake failure".

Advised customer I have noted all her concerns and will have an escalation specialist call her back by the end of the day today to address her concerns.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1234087    **Cus Ident** 28368799    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05101    FLETCHER JONES MOTORCAR NEWPORT BEACH CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J05X [REDACTED]  
**Mileage** 13419    **Prod Date** 7/8/2004    **Warr Date** 5/7/2005    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/31/2006 21:59:16	Justin Haase	6302

## Summary Notes

5/31/2006    21:59:01    Justin Haase    6302

customer called and stated that her SRS light was on. writer advised what the srs light entailed and the possible safety hazards. customer declined tow and was also upset that her dlr had allegedly not given her the same info as writer did when the light came on before.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1289621 **Cus Ident** 35087042 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 67105 MERCEDES-BENZ OF WEST CHESTER PA

**Last Sell Dlr**

**Note to Market Ind:** Amount

## Vehicle Information

**DBAG Vin** 2112831X [REDACTED] **World Vin:** WDBUH83J15X [REDACTED]  
**Mileage** 8593 **Prod Date** 3/9/2005 **Warr Date** 8/13/2005 **Model** E500S4 2005

## General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/09/2006 18:40:55	Justin Haase	6302

## Summary Notes

7/9/2006 18:40:27 Justin Haase 6302  
customer called with a SRS light on, customer will drive vehicle despite being advised by writer not to drive

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1349387 **Cus Ident** 29501060 **Legal** **Note Type** Roadside Assistance  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 39128 MERCEDES-BENZ OF ANN ARB ANN ARBOR MI

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]  
**Mileage** 6401 **Prod Date** 11/8/2005 **Warr Date** 11/30/2005 **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/17/2006 21:32:01	Justin Haase	6302

### Summary Notes

8/17/2006 21:31:19 Justin Haase 6302

customer called and stated that her SRS light was on. writer described what light means, customer declined tow and will call her dlr in the morning

## Summary Note Information

**Mercedes Benz of U.S.A**

**Note ID** 1359271    **Cus Ident** 17335480    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [Redacted]    [Redacted]  
**Address** [Redacted]

Beverly Hills    CA [Redacted]  
**Phone** [Redacted]    **Phone Location** Residence  
**Assign Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [Redacted]    **World Vin:** WDBUF56J46A [Redacted]  
**Mileage** 1    **Prod Date** 5/4/2006    **Warr Date** 7/1/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/24/2006 20:50:42	Justin Haase	6302

### Summary Notes

8/24/2006    20:50:32    Justin Haase    6302

customer called and state that she has had an SRS light on all day. writer advised customer to have vehicle towed, and advised possible safety hazards of srs malfunction. customer requested the phone number of the Valencia dealer and hung up on writer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1403058    **Cus Ident** 734781    **Legal**    **Note Type** Roadside Assistance  
**Customer** Miss [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 55106    MERCEDES-BENZ OF NANUET    NANUET    NY  
**Last Sell Dlr** 55106    MERCEDES-BENZ OF NANUET    NANUET    NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J55X [REDACTED]  
**Mileage** 24482    **Prod Date** 6/7/2004    **Warr Date** 9/16/2004    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/25/2006 16:26:41	Justin Haase	6302

**Summary Notes**

9/25/2006    16:26:20    Justin Haase    6302

customer called and stated that her SRS light was on. writer advised what SRS malfunction light entailed and advised to have vehicle towed. despite being advised to have vehicle towed, customer will drover vehicle and wi call back if any further assistance is needed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1411148 **Cus Ident** 21406105 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
 Assign Dlr **Sell Dlr** 55109 RALLYE MOTORS LLC **ROSLYN** NY  
**Last Sell Dlr**

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

**Vehicle Information**  
**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J66X [REDACTED]  
**Mileage** 1 **Prod Date** 4/28/2006 **Warr Date** 6/21/2006 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/01/2006 17:39:53	Justin Haase	6302

## Summary Notes

10/1/2006 17:39:35 Justin Haase 6302  
 customer called and stated that the SRS light was on. writer advised customer to have vehicle towed. customer declined service

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1420642 **Cus Ident** 6926069 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Boca Raton FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 86412 CONCOURS MOTORS, INC. GLENDALE WI  
**Last Sell Dlr** 86412 CONCOURS MOTORS, INC. GLENDALE WI

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 2255 **Prod Date** 11/15/2005 **Warr Date** 5/31/2006 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/08/2006 19:07:56	Justin Haase	6302

**Summary Notes**

10/8/2006 19:07:47 Justin Haase 6302

customer called and stated that her red SRS light was on. writer advised that vehicle be towed for safety reasons customer declined tow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1547580 **Cus Ident** 31218280 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [Redacted] [Redacted]  
**Address** [Redacted]

Hillsborough NJ [Redacted]  
**Phone** [Redacted] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [Redacted] **World Vin:** WDBUF82J75X [Redacted]  
**Mileage** 34657 **Prod Date** 11/17/2004 **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	01/08/2007 16:08:12	Justin Haase	6302

## Summary Notes

1/8/2007 16:07:32 Justin Haase 6302

customer called and stated that his SRS light was on. writer advised customer to have vehicle towed. customer will drive vehicle against writers advise.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1562343    **Cus Ident** 26429592    **Legal**    **Note Type** Roadside Assista  
**Customer** Ms.    [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

San Diego    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Business  
**Assign Dlr**  
**Sell Dlr** 51098  
**Last Sell Dlr** 51098  
**Note to Market Ind:**    **Amount**

## Vehicle Information

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 25700    **Prod Date** 11/3/2004    **Warr Date** 1/26/2005    **Model** E320W 2005

## General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/19/2007 10:26:34	Justin Haase	6302

## Summary Notes

1/19/2007    10:26:24    Justin Haase    6302

customer called and stated that her SRS light was on. writer advised customer not to drive vehicle and described the nature/meaning of that light. customer declined Towing assistance and will drive vehicle.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1620792    **Cus Ident** 8692618    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J26A [REDACTED]  
**Mileage** 5919    **Prod Date** 10/19/2005    **Warr Date** 11/26/2005    **Model** E500W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/22/2007 12:00:47	Justin Haase	6302

## Summary Notes

2/22/2007    11:59:22    Justin Haase    6302

Customer called and stated that his SRS light was on. Writer advised the details of the SRS light and advised customer not to drive vehicle. Customer declined tow and will drive the vehicle into the closest dealer on his own

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1803219 **Cus Ident** 26368394 **Legal** N **Note Type** Summary Note  
**Customer** Ms [REDACTED]  
**Address** [REDACTED]

Las Vegas NV [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]  
**Mileage** 9057 **Prod Date** 10/21/2004 **Warr Date** 3/31/2005 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Overall Dissatisfaction with Service	06/20/2007 12:11:44	Justin Haase	6302
	Repeat Visit for Same Issue	06/20/2007 12:11:44	Justin Haase	6302
	Vehicle Damaged by Dealer/RAP tech.	06/20/2007 12:11:44	Justin Haase	6302
<b>Dealer Contact to CAC</b>	Vehicle Operating As Designed Per Dealer	06/21/2007 13:47:03	Paul Harmon	7831

### Summary Notes

6/20/2007 12:11:20 Justin Haase 6302

Customer Ms. [REDACTED] phoned the CAC to document a concern with a recent service experience.

Customer claimed that she had brought her vehicle in for service on the SRS light 4 times. The fourth and last time she was advise that her entire dash had to be removed and the dealer held her vehicle for one week. Customer claimed that upon receiving vehicle the ash tray would not open and most of the air vents were broken Customer advised that the dealer responded by replacing the broken items and providing customer with a complimentary detailing and fueling which she appreciated, however she advised that when her vehicle was returned her rear floor mats were missing and her front floor mats were not hers and not the correct size custome was calling to document her concerns and to ask for advise as to how to proceed in rectifying her situation.

Writer apologized customer for her experience and directed customer to either her SM or GM of her dealer. Write advised customer that her concerns would be documented appropriately.

6/20/2007 17:39:58 NETSTAR

Name : [REDACTED]

Additional Information Available  
 Dealer Requests CAC Contact

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1893645    **Cus Ident** 30183053    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Bloomsburg PA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 67227    MOTORWORLD    WILKES-BARRE PA  
**Sell Dlr** 67227    MOTORWORLD    WILKES-BARRE PA  
**Last Sell Dlr** 67227    MOTORWORLD    WILKES-BARRE PA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J25A [REDACTED]  
**Mileage** 38198    **Prod Date** 5/14/2004    **Warr Date** 6/9/2004    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Lack of Followup	08/15/2007 13:26:29	Justin Haase	6302
	Excessive Wait for Appointment	08/15/2007 13:26:29	Justin Haase	6302
	Overall Dissatisfaction with Service	08/15/2007 13:26:29	Justin Haase	6302
	Excessive Wait for Vehicle Repair	08/15/2007 13:26:29	Justin Haase	6302

## Summary Notes

8/15/2007 13:25:42 Justin Haase 6302

Customer Mr. [REDACTED] phoned the CAC to voice his concern with the service department of his dealer.

Customer claimed that since he took delivery of his vehicle, it has been in the dealer for a total of 2 1/2 months, including but not limited to one month for an airbag/srs malfunction and maintenance service (which was not completed after said time frame), and 17 weeks for a clogged fuel filter. Customer advised writer that he is very happy with his vehicle and will most likely purchase it off of lease however his negative experiences with the dealership have affected his view of the brand, and he will most likely not buy another MB vehicle.

Customer did not have any request of writer other than to document his concerns.

Writer a[apologized for customers experience and advised that customers concerns would be documented appropriately. Writer advised customer to speak with the SM Jeff C.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 898862 **Cus Ident** 14571365 **Legal** **Note Type** Summary Note  
**Customer Mr** [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL  
**Last Sell Dlr** 45106 MERCEDES-BENZ OF PROGRE. O'FALLON MO

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]  
**Mileage** 2055 **Prod Date** 11/16/2004 **Warr Date** 1/3/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	06/30/2005 14:31:09	Vinicio Ortiz	6336

**Summary Notes**

6/30/2005 14:31:01 Vinicio Ortiz 6336

client called into roadside because his SRS light was on in his vehicle .Writer explained the possible danger and offered to have the vehicle towed. Client declined and stated that he would drive the vehicle as is.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 904764 **Cus Ident** 28372483 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05127 MERCEDES-BENZ OF WEST CC WEST COVINA CA

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56JX6A [REDACTED]  
**Mileage** 1601 **Prod Date** 2/11/2005 **Warr Date** 5/10/2005 **Model** E350W 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/16/2005 19:41:44	Vinicio Ortiz	6336

### Summary Notes

7/16/2005 19:41:37 Vinicio Ortiz 6336

Client has SRS light on in the vehicle. Advised the client of the possible dangers but the client stated he would drive the vehicle as is and bring it to the dealership on Monday

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 904766 **Cus Ident** 27319208 **Legal** **Note Type** Roadside Assistance  
**Customer Mr** [REDACTED] [REDACTED]  
**Address**

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

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

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

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

### Vehicle Information

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 500 **Prod Date** 3/2/2005 **Warr Date** 4/22/2005 **Model** CLS500i 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/16/2005 19:48:32	Vinicio Ortiz	6336

### Summary Notes

7/16/2005 19:48:27 Vinicio Ortiz 6336

Client has the SRS light on in the vehicle. Writer has advised the client of the possible dangers. Client has decided to drive the vehicle as is and stated he would bring the vehicle in on Monday

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 932035 **Cus Ident** 26033703 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 84100 MERCEDES-BENZ OF TACOMA FIFE WA  
**Last Sell Dlr** 84100 MERCEDES-BENZ OF TACOMA FIFE WA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 1166 **Prod Date** 7/27/2004 **Warr Date** 10/9/2004 **Model** E320W 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/24/2005 21:24:29	Vinicio Ortiz	6336

**Summary Notes**

9/24/2005 21:24:23 Vinicio Ortiz 6336

Clients SRS light is on in the vehicle , writer explained the possible dangers and offered to have the vehicle towed. Client stated that he didn't live too far from the dealership and would drive the vehicle as is to the dealership on Monday

# Summary Note Information

**Mercedes Benz of U.S.A**

**Note ID** 1579964 **Cus Ident** 26362954 **Legal** **Note Type** Roadside Assistance  
**Customer** [REDACTED] pany  
**Address** [REDACTED]

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

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

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

## Vehicle Information

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J95X [REDACTED]  
**Mileage** 15000 **Prod Date** 3/3/2005 **Warr Date** 4/7/2005 **Model** E500W4 2005

## Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/30/2007 18:39:43	Vinicio Ortiz	6336

## Summary Notes

1/30/2007 18:39:37 Vinicio Ortiz 6336

Client called stating that his SRS light was on in his vehicle. Writer explained the possible consequences and offered to have the vehicle towed. The client refused stating he would drive the vehicle as is and would call the dealership in the morning.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1650524 **Cus Ident** 26254695 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY  
**Last Sell Dlr** 33102 PRIME MOTOR CARS SCARBOROUGH ME

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82JX5X [REDACTED]  
**Mileage** 20000 **Prod Date** 10/28/2004 **Warr Date** 11/24/2004 **Model** E320W4 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/07/2007 16:14:21	Vinicio Ortiz	6336

## Summary Notes

3/7/2007 16:14:15 Vinicio Ortiz 6336

Client called stating that her SRS light was on in the vehicle . writer explained the possible consequences and offered to have the vehicle towed. Client refused stating that she would drive the vehicle as is and possibly have the vehicle towed in the morning

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 926765 **Cus Ident** 32483997 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]  
**Mileage** 10 **Prod Date** 3/2/2005 **Warr Date** 7/23/2005 **Model** E350W4 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/10/2005 16:55:42	Vicki Jackson	6331
Seat Belts	Seat Belts	09/10/2005 16:55:46	Vicki Jackson	6331

## Summary Notes

9/10/2005 16:55:35 Vicki Jackson 6331

Spoke to customer, his srs light was on. Advised customer of safety issues. Recommended a tow. Customer declined. Customer said why did this have to happen on the week-end? Thank you and good-bye.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1485147    **Cus Ident** 7791179    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80215    MERCEDES-BENZ OF TYSONS    VIENNA    VA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J76X [REDACTED]  
**Mileage** 13000    **Prod Date** 3/8/2005    **Warr Date** 7/15/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	11/24/2006 14:59:09	Vicki Jackson	6331

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	11/24/2006 15:12:45	Vicki Jackson	6331
Seat Belts	Seat Belts	11/24/2006 15:12:49	Vicki Jackson	6331

## Summary Notes

11/24/2006    14:59:09    Vicki Jackson    6331  
 Roadside - Other [See Roadside Ticket ID: 3037004]  
 11/24/2006    15:12:36    Vicki Jackson    6331

Spoke to customer, his srs light came on. Suggested customer have vehicle towed. Advised customer of safety issues. Customer declined tow. Conference Brian from World Wide Motors and he explained to customer the liability issues. Customer was about 65 miles from dealership. Customer will take vehicle back to dealership when he goes back to VA.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2783271    **Cus Ident** 8877749    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05138    MERCEDES-BENZ OF EL DORA    EL DORADO HIL CA  
**Last Sell Dlr** 05138    MERCEDES-BENZ OF EL DORA    EL DORADO HIL CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J96X [REDACTED]  
**Mileage** 19063    **Prod Date** 3/29/2006    **Warr Date** 8/30/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	09/07/2008 18:45:37	Vicki Jackson	6331

**Summary Notes**

9/7/2008    18:45:26    Vicki Jackson    6331  
 Primary Phone: [REDACTED]  
 Current Mileage: 19063  
 Dealer(s) involved: N/A

Situation: Writer spoke to customer. Customer's SRS light is on.

Action Taken: Writer explained to customer that this is a issue that MB takes seriously. Writer offered a tow. Customer declined. Customer asked me for the name, address & phone number for the Sioux Falls, SD dealership and she will call them in the morning.

9/7/2008    18:45:27    Vicki Jackson    6331  
 No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3137485    **Cus Ident** 42797812    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2193761A [REDACTED]                      **World Vin:** WDDDJ76X96A [REDACTED]  
**Mileage** 20957    **Prod Date** 4/10/2006    **Warr Date** 11/3/2006    **Model** CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/30/2009 17:33:44	Vicki Jackson	6331

## Summary Notes

4/30/2009    17:33:31    Vicki Jackson    6331  
Primary Phone: [REDACTED]  
Current Mileage: 20957  
Dealer(s) involved: N/A

Situation: Writer spoke to customer. Customer's SRS light is on stating he should visit workshop.

Action Taken: Writer explained to customer what SRS meant and advised him we consider this is a safety issue. Writer offered a tow. Customer wanted to know if the tow was covered. Writer advised customer that the dealership determines if this is a warranty issue or not. Customer will drive vehicle to MB of Manhattan.

4/30/2009    17:33:47    Vicki Jackson    6331

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3251041    **Cus Ident** 45621884    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [Redacted] [Redacted]  
**Address** [Redacted]

Bronx                      NY [Redacted]  
**Phone** [Redacted]                      **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 12101      MERCEDES-BENZ OF WILMING    WILMINGTON    DE

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [Redacted]                      **World Vin:** WDDDJ75X46A [Redacted]  
**Mileage** 73288    **Prod Date** 12/8/2004    **Warr Date** 2/8/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	07/16/2009 18:44:54	Vicki Jackson	6331

### Summary Notes

7/16/2009    18:44:44    Vicki Jackson    6331

Primary Phone: [Redacted]  
 Current Mileage: 73288  
 Dealer(s) involved: N/A

**Situation:** Writer spoke to customer. Customers ABS & SRS lights came on and he is having problems turning the steering wheel.

**Action Taken:** Writer advised customer to have the vehicle towed. Customer declined.

7/16/2009    18:44:56    Vicki Jackson    6331

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3398727 **Cus Ident** 7534762 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Milton MA [REDACTED]

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

**Assign Dlr** 36120 MERCEDES-BENZ OF WESTWC WESTWOOD MA

**Sell Dlr** 36122 FOREIGN MOTORS WEST, INC. NATICK MA

**Last Sell Dlr** 36122 FOREIGN MOTORS WEST, INC. NATICK MA

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J85X [REDACTED]  
**Mileage** 56000 **Prod Date** 8/27/2004 **Warr Date** 6/21/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	10/12/2009 17:41:00	Ray Daniels	7824
Warranty	Post Warranty Consideration Request	10/10/2009 10:56:30	Vicki Jackson	6331
Service / Repairs	Parts Pricing	10/12/2009 17:40:33	Ray Daniels	7824

## Summary Notes

10/10/2009 10:56:22 Vicki Jackson 6331

What did the customer Say? Customer claims he has a Fidelity extended warranty and he has issues with his SRS system. Customer claims that Mr. Al Erdos, S/M that this is not covered under his extended warranty. The part cost \$120.00 and it is 4.8 labor charges which gives him a grand total of \$785.00. Customer is asking for some financial assistance and would like a callback.

What was your response? Writer apologized to customer and advised him that I would forward his complaint to the appropriate department.

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer that I would have someone call him back on Monday, October 12, 2009.

Customer's preferred callback date/time (by timezone):10/12/09 11:00 a.m. EST

Customer's preferred callback number: [REDACTED] (c)

10/10/2009 10:56:51 Vicki Jackson 6331

Call back Date: 10/12/2009 time: 11:00 AM EST

10/12/2009 12:48:40 Raynell Daniels 7824

writer is speaking with the customer and notes will follow.

## Summary Notes

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10/12/2009 13:04:07 Raynell Daniels 7824

Writer spoke with Mr. [REDACTED] in regard to the above and he reiterated his concerns.

Additionally, Mr. [REDACTED] stated "I spoke with my SA AI and he told me that the repairs would be at my expense. However, I would like to know if I could get some assistance with the repairs. I have the car in my possession, but I would like some help to get it repaired."

Writer advised Mr. [REDACTED] that writer would look into this matter and would follow up with him.

10/12/2009 16:35:34 Raynell Daniels 7824

Writer contacted the dealership and left a VM for the SD Tim M. requesting a call back.

10/12/2009 18:51:17 Raynell Daniels 7824

Self reminder Date: 10/13/2009 time: 10:00 AM EST

10/13/2009 12:53:01 Raynell Daniels 7824

Writer contacted the dealership and left a VM for the SM Tim M. requesting a call back.

10/14/2009 11:37:13 Raynell Daniels 7824

sent to the SM/SPOM:

Good Afternoon Tim - -

I hope all is well! I received a phone call from a customer by the name of [REDACTED] who is requesting some assistance for a \$785 repair on the "SRS system" I am unsure if you're on vacation, but have attempted to reach you. I advised the customer that I would look into his concerns and would follow up with him. However, I am going on vacation starting today and will not be returning for a week. If you're able to provide me/my colleagues with an update/position. I can assure that it would be greatly appreciated.

Thanks In Advance

Ray

Ray Daniels  
Case Manager  
Northeastern Region

10/14/2009 14:55:25 Raynell Daniels 7824

Writer spoke with Mr. [REDACTED] in regard to the above and explained that writer is yet looking into his concerns and would follow up with him upon writer's return from vacation on the 21st. The customer stated "that's fine with me."

10/14/2009 14:55:46 Raynell Daniels 7824

Additional call required Date: 10/21/2009 time: 10:00 AM EST

10/26/2009 18:00:06 Raynell Daniels 7824

Writer was advised by the SM Tim M. that "I had the opportunity to review the customer's concerns and request for assistance with the repairs. As assistance was extended in May of this past year."

10/26/2009 18:25:00 Raynell Daniels 7824

Writer spoke with Mr. [REDACTED] in regard to the above, apologized and explained that MBUSA is unable to extend assistance towards the repairs. (as assistance had been extended back in May of this year)

Mr. [REDACTED] stated "I can't believe this" and hung up on writer.

10/26/2009 18:25:46 Raynell Daniels 7824

No Further Action

Summary note revised By: Raynell Daniels on: 10/26/2009 : 18:25:44



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 3398967 **Cus Ident** 12282495 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

**Mcallen** TX [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 75152 **CARDENAS METROPLEX** **HARLINGEN** TX  
**Sell Dlr** 75104 **CARDENAS AUTOPLEX, INC.** **HARLINGEN** TX  
**Last Sell Dlr** 75104 **CARDENAS AUTOPLEX, INC.** **HARLINGEN** TX  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J46A [REDACTED]  
**Mileage** 43000 **Prod Date** 5/6/2006 **Warr Date** 6/16/2006 **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	10/12/2009 11:17:01	Romy Parekh	7832

### Summary Notes

10/10/2009 13:00:39 Vicki Jackson 6331

What did the customer Say? Customer is disgusted because he has issues with his vehicle and this is the third time he has been turned down for a loaner. The next loaner will be available on October 21st. Customers SRS light is on. Customer went to dealership in Houston and was told that the SRS function needs wire repair which would take about 4-5 hours to repair. Customer could not wait in Houston for that length of time but customer was offered a loaner car and he didn't even purchase the vehicle there. Also on his instrument cluster he has dotted lines at the bottom. Customer claims he called Mr. Idler at 10:17 a.m. 11:25 a.m. and never received a callback. Customer finally spoke to Mr. Steve Idler, Service & Parts Director and complained that he needs work done on his vehicle and can never get a loaner. Customer claims that Mr. Idler advised him that the dealership in Houston is a larger dealership. Customer would like a callback.

What was your response? Writer apologized to customer and advised him that I would forward his complaint to the appropriate department.

What commitment(s) did you make to the customer (including timeframe)? Writer advised customer that I would forward his complaint to the appropriate department and have someone get back in touch with him on Monday, October 12.

Customer's preferred callback date/time (by timezone): 10/12/09 at 11:00 CST.

Customer's preferred callback number: (956) 802-5239.

10/10/2009 13:02:13 Vicki Jackson 6331

Call back Date: 10/12/2009 time: 8:00 AM CST

## Summary Notes

---

10/12/2009 11:16:50 Romy Parekh 7832

Writer contacted Mr. [REDACTED] to discuss.

Customer reiterated concerns, claiming "I can't understand how I can get a loaner car from other dealer(s) - San Antonio and dealers in Houston but not from the dealer I purchased the car from?!"

Writer advised customer that MB dealers are independently owned and operated and have policies regarding submission of loaner/rental vehicles respectively. Writer apologized for customer's frustration, advising his comments will be noted.

Writer also offered to communicate contact to Cardenas Metroplex Dealer Management however unable to guarantee any consideration as mentioned, alternate transportation is handled by dealer(s) at a local-level.

10/12/2009 11:17:38 Romy Parekh 7832

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

10/12/2009 11:20:04 Romy Parekh 7832

Writer contacted Cardenas Metroplex and attempted to reach SrvD - Miles I. however he was unavailable.

Writer was transferred and spoke with SrvM - Andy L. to relay above concerns.

SrvM took appropriate information, as he will consult with SrvD - Miles to inquire any alternate transportation availability [rental, shuttle / driver service, etc.]. SrvM advised dealership will contact customer directly to further discuss [writer provided contact: [REDACTED] as needed.

Writer noted accordingly.

10/12/2009 11:23:26 Romy Parekh 7832

Writer contacted customer on [REDACTED] to follow-up regarding the above conversation writer had with SrvM - Andy [as SrvD - Miles was unavailable].

Customer appreciated assistance and follow-up, as he will await contact from dealership to further discuss [understanding this matter has to be addressed with dealership directly].

Both parties thanked one another and disconnected call.

10/12/2009 11:23:35 [REDACTED] 7832

NTMT

Summary note rwwd By: [REDACTED] on: 10/12/2009 : 11:23:33

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1649904    **Cus Ident** 8692618    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Bethesda    MD [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 51114    RAY CATENA OF UNION LLC    UNION    NJ  
**Sell Dlr** 34203    EURO MOTORCARS, INC.    BETHESDA    MD  
**Last Sell Dlr** 34203    EURO MOTORCARS, INC.    BETHESDA    MD

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J26A [REDACTED]  
**Mileage** 9797    **Prod Date** 10/19/2005    **Warr Date** 11/26/2005    **Model** E500W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	03/07/2007 10:58:19	Susan Cunningham	7815

## Summary Notes

3/7/2007    10:58:02    Susan Cunningham    7815  
 Mr. [REDACTED] called CAC to compliment excellent service received from dealer service advisor, Jamie Chick.  
 Customer claims SRS light had come on, and dealer provided a ride back to his family.  
 Mr. [REDACTED] advised dealer personnel were very professional and provided excellent customer service.  
 Writer thanked customer for taking time to call and will forward information to dealer management on his behalf.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1908619 [REDACTED] [REDACTED] [REDACTED] [REDACTED] Summary Note  
**Customer** [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

East Greenwich RI [REDACTED]

<b>Phone</b>	[REDACTED]	<b>Phone Location</b>	Residence
<b>Assign Dlr</b>	71100	INSKIP AUTOCENTER	WARWICK RI
<b>Sell Dlr</b>	71100	INSKIP AUTOCENTER	WARWICK RI
<b>Last Sell Dlr</b>	71100	INSKIP AUTOCENTER	WARWICK RI

**Note to Market Ind:** Amount

**Vehicle Information**

<b>DBAG Vin</b>	2193761A [REDACTED]	<b>World Vin:</b>	WDDDJ76X86A [REDACTED]
<b>Mileage</b>	48692	<b>Prod Date</b>	1/14/2005
		<b>Warr Date</b>	2/17/2005
		<b>Model</b>	CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/27/2007 09:17:16	Susan Cunningham	7815

### Summary Notes

8/27/2007 09:17:05 Susan Cunningham 7815

corres.# 330217 - email:

i own an '06 cls55 AMG model that has had extensive history of repair as well as breakdowns of at least 3 times maybe 4 requiring towing and one overnight out of town stay. things continue to breakdown on my car. i am worried that after spending \$100,000 for this car that my 50,000 mile warranty coverage is close to its termination and i will be left without protection from costly repair. my confidence in this car is somewhat weakened. i love ME product, as a matter of fact i am looking to purchase new for my wife, a Mercedes model. would you please consider reviewing my car history and offer an extension to my warrantee? i just don't think that the build quality of this particular car i own was up to your high standards. to put it bluntly, i great trepidation toward the future. i thank you for your consideration, [REDACTED]

8/28/2007 12:24:05 Susan Cunningham 7815

Writer contacted customer and discussed all of his concerns.  
 Writer will email Jim McIntosh information for review.

## Summary Notes

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9/4/2007 09:07:10 Susan Cunningham 7815

Below email from J. McIntosh dated 8/28/07 to dealer:

Hi Mike,

Please review the customer service file and let me know your thoughts on offering a goodwill 1yr/100K ELW. Is that warranted based on the the problems Mr. [REDACTED] has experienced?

Thanks!

Jim McIntosh

Service and Parts Operations Manager

Northeast Region

Boston Service Mkt 11

Voice mail; 800-225-6262x7132#

Fax; 603-673-8226

9/14/2007 12:48:08 Susan Cunningham 7815

Writer was copied on email below:

Hi Jim,

I have reviewed Mr. [REDACTED] history. He has had numerous concerns related to the SRS system, various wiring issues and the air suspension system. He has been a loyal maintenance client and was converted over from a BMW. Therefore I feel it would be in the best interest of all concerned that a goodwill gesture in the form of an ELW would be appropriate.

Thanks,

Mike

10/5/2007 12:36:31 Susan Cunningham 7815

See Sum Note 1938091-customer provided goodwill ELW per SPOM.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2047196    **Cus Ident** 33359755    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Aurora                      CO [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dlr** 08512                      MURRAY MOTOR IMPORTS CO    DENVER                      CO  
**Sell Dlr** 05705                      MERCEDES-BENZ OF SOUTH B    TORRANCE                      CA

**Last Sell Dlr**

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

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED]                      **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 10642    **Prod Date** 3/28/2006    **Warr Date** 7/16/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issu	3rd Party Complaint	12/10/2007 18:17:45	Susan Cunningham	7815

## Summary Notes

12/10/2007    18:17:25                      Susan Cunningham    7815

340146  
 Comments: I leased a 2006 E350, on the summer of 2006. Unfortunately , I was involved in an accident Nov 2006. Ever since I got the car back (four months), I've had numerous electrical trouble with the car. The dealerships I have visited have been very helpful, but they yet to find the problems with the lights. During the last visit, they pointed out that the hood's paint is fading, or "dry". I truly believe that the repair shop (Y&S Body Shop) , the authorized repair shop for Mercedes of South Bay (Torrance, California) , must of missed something during the repair. And now to find out that the paint of the hood is fading, come on!!!. This is my second mercedes, and the run-around I have received from the dealerships, insurance, body shops, has really ruined my latest experience with the car. With front end frame damage , it would of been so much easier if the car would of been replaced. I would like to speak to someone regarding this matter, but someone who can actually do something in a different direction. [REDACTED]

12/18/2007    09:32:09                      Theresa Mc Carthy    4601

Mr. [REDACTED] called the CAC in reference to the letter he sent. He claims the vehicle was in an accident and has not been properly repaired. He stated he wants to know what his options are in reference to getting out of the lease. He claims the vehicle has a number of electrical issues and claims he was advised by Murray Motors in Denver the hood looks like it was painted by a short person and is fading. He claims the dealer advised him they may have to take the vehicle apart to repair the electrical issues and if issues are related to the accident it would be an insurance issue.

Writer advised customer his concerns would be documented and damage due to the accident would be an insurance issue. Writer suggested he speak with the sales manager at the dealership in reference to trading vehicle early.

## Summary Notes

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12/18/2007 17:10:37 Susan Cunningham 7815

Dear Mr. [REDACTED]:

Thank you for your recent email inquiry and we regret any inconvenience you may have experienced with your 2006 E350.

We understand you have been in contact with a representative at the Mercedes-Benz Customer Assistance Center today to have your concerns addressed. If you should have future inquiries, please feel free to call our Customer Assistance Center for assistance.

The opportunity to respond is appreciated.

Sincerely,

Susan C.  
Mercedes-Benz USA

12/19/2007 16:50:43 Jennifer Burton 7843

Customer phoned CAC requesting letter be sent regarding why airbags did not deploy. Please refer to previous sum note.

1/14/2008 17:47:13 Linda Tognetti 6268

Frank Berenz sent letter dated January 14, 2008, to [REDACTED]

"...my client's representative's inspection of your above referenced vehicle revealed that its Supplemental Restraint System was in proper operating conditio0n. The inspection further revealed accident damage consistel with an impact generating a frontal deceleration rate below the system's air bag deployment threshold. Thus, the air bag system operated properly and in accordance with its design in not deploying in the accident sustained by the vehicle...."

Letter sent to Doculogic for imaging.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 3157235 **Cus Ident** 2244976 **Legal** N **Note Type** Summary Note  
**Customer** Mr ██████████ ██████████  
**Address** ██████████

Union City CA ██████████  
**Phone** ██████████ **Phone Location** Residence  
**Assign Dlr** 05157 FLETCHER JONES MOTORCAR FREMONT CA  
**Sell Dlr** 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

**Last Sell Dlr**

**Note to Market Ind:** Amount 0.00

### Vehicle Information

**DBAG Vin** 2110761A ██████████ **World Vin:** WDBUF76J35A ██████████  
**Mileage** 22740 **Prod Date** 12/20/2004 **Warr Date** 2/21/2005 **Model** E55 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/13/2009 15:58:13	Susan Cunningham	7815
Internet	Internet Inquiry	05/13/2009 15:58:05	Susan Cunningham	7815
Advocating for Customer	Vehicle - Advocated	07/02/2009 21:01:07	Susan Cunningham	7815



## Summary Notes

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5/13/2009 15:57:56 Susan Cunningham 7815

First Name: [REDACTED]

City: Union City

State: CA

Zip Code: [REDACTED]

Primary Phone Type: Home

Primary Phone Best Time: AM

Secondary Phone:

Secondary Phone Type:

Secondary Phone Best Time:

Vehicle Information:

VIN: WDBUF76J35A [REDACTED]

### Comments:

To Whom It May Concern: I currently own a 2005 Mercedes Benz E55 AMG (VIN# WDBUF76J35A [REDACTED]) whose 4yr./50K warranty just expired in late February this year. The car currently has approx. 25.5K miles. Early April (shortly after Service B) or a little over a month after the warranty expired, the SRS light went on. On 4/23/09 I brought it in again to Fletcher Jones of Fremont in Fremont, CA, to have it repaired. During that repair, the technician also found my S/C belt was cracked. As a result, the total repair came out to be \$920.77 (\$715 for the SRS repair; and \$205.77 for S/C belt repair). All of these should've been covered by the 4yr/50K warranty if these happened about 1 month earlier. As a long-time mercedes owner (this is my 3rd AMG), I kindly request your generous and good-faith consideration to have the above repair covered by the 4yr/50K warranty. With that, I thank you for your prompt attention to this matter and I'm looking forward to hearing from you soon.

5/13/2009 15:58:17 Susan Cunningham 7815

No Escalation Required

5/13/2009 16:03:58 Susan Cunningham 7815

Writer left message with Dave, SD, for call back.

5/14/2009 12:11:33 NETSTAR

Name : Dave Biasatti (Service Manager)

Phone : 510-279-2432

Post Warranty / Good Will Offer

Offer Made (Expiration Date : 05/14/2009)

Accepted

Reviewed with Customer

Yes (By Phone) (Review Date : 05/14/2009 00:00:00)

Customer Expectations

Met

## Summary Notes

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5/14/2009 14:14:11 Susan Cunningham 7815

Writer received voicemail from Dave. He advised they contacted the customer and offered to reimburse him \$715.01 (approx. 80% of total bill)

Dear Mr. [REDACTED]

Thank you for your recent email and we apologize for any inconvenience you may have experienced with the recent repairs to your E55.

On your behalf, we contacted the Service Director, Dave Biasatti, regarding your request. We understand you were contacted by the dealer to review your issues and that you were offered reimbursement of \$715.01 for the SRS light, for this post-warranty repair, as a gesture of good faith.

Mr. [REDACTED], we greatly appreciate your patronage of our brand and the opportunity to review this matter. Please accept our best wishes for many years of safe and enjoyable driving.

Sincerely,

Susan C.  
Mercedes-Benz USA  
1-800-367-6372, 7815 for the airbag light as PWA good will.  
The drive belt is customer pay as it is more of a "wear" item.

5/15/2009 13:44:29 Susan Cunningham 7815

Thank you very much for prompt assistance.

Yes, Mohammed Firoz has contacted me regarding this.

I really appreciate your good-faith gesture and can't say anything more other than thumbs up for great customer service.

I will surely continue to be a loyal Mercedes owner (in fact, I'm considering buying a GL right now).

Once again, thanks.

[REDACTED]  
Dear Mr. [REDACTED]

Thank you for your reply.  
As a valued Mercedes-Benz customer, it has been our pleasure to assist you.

Sincerely,

Susan C.  
Mercedes-BenzUSA