

PE10-017

HOGAN LOVELL  
FOR MERCEDES

7-19-2010

Attachment 04A -  
Customer Complaint  
Documents

PART 4 OF 8

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3339917    **Cus Ident** 30669647    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

San Jose    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA  
**Sell Dlr** 05747    MERCEDES-BENZ OF LAGUNA    LAGUNA NIGUE CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 47181    **Prod Date** 11/3/2004    **Warr Date** 12/28/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Vehicle Quality</b>	Frequency of Repairs	11/12/2009 19:41:17	Susan Cunningham	7815
	High Cost of Repairs	11/12/2009 19:41:17	Susan Cunningham	7815
	Overall Dissatisfaction with Quality	11/12/2009 19:41:17	Susan Cunningham	7815
<b>Warranty</b>	Post Warranty Consideration Request	08/31/2009 16:05:30	Susan Cunningham	7815

## Summary Notes

8/31/2009 16:05:21 Susan Cunningham 7815  
 corres. 394674-Letter from [REDACTED] requesting PWA for repair/replacement of the motor for the steering column malfunction.  
 Customer claims cost of part/labor is \$1200 and expressed disappointment with vehicle quality.  
 Customer claims vehicle is just out of warranty and hopes MB will stand behind its product and offer assistance.

8/31/2009 16:05:32 Susan Cunningham 7815  
 No Escalation Required

8/31/2009 16:08:04 Susan Cunningham 7815  
 Writer left message with SM, Mark.

9/1/2009 14:08:23 Susan Cunningham 7815  
 Writer spoke with Mark at Beshoff. He claims the customer has had some warranty work performed but minimal customer pay and doesn't service her vehicle at the dealer.  
 He noted she was given goodwill toward repair of the sun visor.  
 He stated there was no notation of vehicle being brought in for this \$1200 estimate.  
 He offered to call customer for information and that it may be possible to offer a small discount.  
 Writer advised that she would contact customer first to acknowledge the letter and check to see where the vehicle was taken, then let Mark know so he could follow up.  
 Writer called and left message on cell [REDACTED] for return call.  
 Note, writer first called the cell number on the letter - [REDACTED] and reached customer's father. He believed the car was taken to Beshoff but suggested it be confirmed with his daughter.

## Summary Notes

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9/1/2009 14:27:43 Susan Cunningham 7815

Ms. [REDACTED] returned writer's call.

She confirmed that the SF, AI, provided the estimate and that she has her vehicle serviced by Beshoff.

Writer advised customer that PWA consideration is handled by the SM, on case by case basis and that she would have Mark contact her on her cell to further discuss this matter.

Writer called Mark and advised him accordingly.

9/1/2009 21:45:54 Susan Cunningham 7815

Writer received voicemail message from Mark, SM. He spoke with Ms. [REDACTED] and confirmed quotation of \$1500 less discount for total of \$1300.

He stated that customer declined his offer as she found an after market company to perform repair at cost of \$30

11/12/2009 19:41:04 Susan Cunningham 7815

corres. 401210-Letter from Mrs. [REDACTED] to MBUSA expressing disappointment with vehicle quality.

She claims she was so pleased with the E-Class after trading in her 2006 C230 for it, but now is disappointed with the many repairs so soon after warranty expiration.

She claims the SRS malfunction light came on and had to bring car to the workshop. She states she spoke with Beshoff Motorcars and was informed there are no recalls. A diagnostic was performed and determined it is not a simple sensor malfunction but the computer had disabled the airbag function.

She goes on to state this is a safety issue and not simple wear and tear...much more serious issue.

She states her expectation from MBUSA is that the airbag functionality will last the lifetime of the car and not be faulty at 4 and 1/2 hrs.

She states in 1 and 1/2 yr of ownership, she had to replace the visor and during Service D, the dealer neglected to add PS fluid and she had to go back. Also, she states she was given a quote for a steering column repair by the dealer of \$1400. (see above notes, customer went to and ISP for that repair).

She requests MB resolve matter with upcoming SRS repair, as the poor quality has diminished her enjoyment and may affect her consideration of another MB in the future.

Writer will email letter to AOM and call the dealer.

11/13/2009 19:17:57 Susan Cunningham 7815

Writer spoke with Mark Peachy. He advised they have not seen customer since August and suggested she bring vehicle in for inspection. She would be charged \$160 for diagnosis, and unfortunately, they would not be able to offer any PWA to this customer as she does not regularly service the vehicle at the dealer and declined the last offer.

11/17/2009 14:58:21 Susan Cunningham 7815

Writer called Mrs. [REDACTED]. She claims a licensed MB mechanic determined that the computer "disabled" the SRS system and it is not a sensor issue.

She insisted this is a serious safety issue and repair should be covered under warranty.

Writer reiterated the manufacturer's warranty coverage to the customer but she insisted that this is a safety matter. Mrs. [REDACTED] claims she was only offered 10% off the last repair and feels she should be given more consideration under these circumstances.

She stated that she does not want to pay another diagnostic fee and requires that she be given PWA prior to bringing in the vehicle to the dealer for diagnosis/estimate.

Writer advised she would reach out to the dealer on her behalf.

## Summary Notes

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11/17/2009 16:48:44 Susan Cunningham 7815

Writer emailed the SPOM:

Hi Rick:

I'm passing along Mrs. [REDACTED] letter for your information.

I spoke with Mark Peachy on Friday and he does not feel PWA is warranted. However, since the malfunction is SRS matter, I thought we might be able to offer her something. She is requesting to know if and how much PWA would be considered prior to bringing the car in for diagnosis/repair.

She was disappointed with the 10% offer on the prior repair which she did decline.

She is really fed up with the quality of the car and mentioned possibly trading it in for another model.

Thanks for looking into this and let me know if you need any further information.

Regards,  
Susan

11/17/2009 20:04:13 Susan Cunningham 7815

Writer received email from the AOM.

He advised that he spoke with Chris Nelson, the SD, who confirmed the customer has been in once since acquiring vehicle 1.5 yrs ago, other than the goodwill to repair the sun visor. The dealer did offer a 10% discount on the steering column, no offer on the SRS.

If customer pays for a diagnosis, there "May be goodwill" consideration, but until the dealer has an opportunity to inspect the car.

No blanket or open offer for SRS will be given.

If she wants consideration, she has to pay the diagnostic fee.

Writer will contact customer.

11/17/2009 20:42:33 Susan Cunningham 7815

Writer provided the above information to Ms. [REDACTED]. She requested writer call the dealer and ask either Mark or Chris to give her a call tomorrow.

Writer inquired if she would like them to call to schedule an appointment. She stated she would just like to talk to one of them.

Writer advised she would contact the dealer on her behalf.

11/17/2009 20:56:11 Susan Cunningham 7815

Writer spoke with Chris who will call her tomorrow. He also stated that he would be willing to waive the diagnostic fee. He also reiterated the information provided by the AOM.

Writer thanked Chris for his assistance.

11/20/2009 16:12:02 Omar Guerra 6230

Mrs. [REDACTED] has called in to request to speak with the supervisor of ECM (Susan Cunningham). Writer apologized to customer for her experience. Writer offered a call back from Supervisor of ECM. Customer ok. Customer requests a call back before end of business today PST.

11/20/2009 16:13:51 Omar Guerra 6230

Transfer

11/20/2009 18:07:45 Paul Harmon 7831

Writer contacted customer who inquired about conversation mentioned above on the 17th and that she had not heard from anyone.

Writer apologized and offered to have Susan reach out to the dealer again to request a call back again.

Customer thanked writer and expects a call.

11/20/2009 18:25:21 Susan Cunningham 7815

Writer called to speak with the SD, Chris. Lindsay, in service offered to send him an email with the request from the writer as he was away from his office.

Writer provided her with the information requesting he leave writer a vim message that he was able to reach her.

## Summary Notes

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11/23/2009 12:50:02 Susan Cunningham 7815

Writer received voicemail from SD, Chris confirming he spoke with Ms. [REDACTED] on Friday. He stated that she is considering trading in the car and also wanted to know what the best and worst case was for the repair of the SRS.

He advised he would like her to bring in the vehicle for necessary inspection at her convenience.

She stated that she didn't want to waste his time and will think about her next steps and will advise if she wishes bring in the car

11/25/2009 16:27:54 Paul Harmon 7831

Customer Contacted

Summary note rwwd By: Paul Harmon on: 11/25/2009 : 16:28:24









# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1015803    **Cus Ident** 30972024    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

West Orange    NJ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51118    GLOBE MOTOR CAR CO.    FAIRFIELD    NJ  
**Last Sell Dlr** 51118    GLOBE MOTOR CAR CO.    FAIRFIELD    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J55A [REDACTED]  
**Mileage** 14311    **Prod Date** 10/19/2004    **Warr Date** 11/30/2004    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/27/2005 07:22:59	Donald Acree	7816

## Summary Notes

12/27/2005    07:22:41    Donald Acree    7816

Customer stated that the SRS light was on. CD advised the customer to have the car towed into the dealership as opposed to driving it due to safety precautions. Customer declined tow and wanted to be transferred to his dealership. CD contacted ATX to transfer customer. DA ext. 7816.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1081667    **Cus Ident** 16455478    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 67107                      MERCEDES-BENZ OF FORT WA    FORT WASHING PA  
**Last Sell Dlr** 71100                      INSKIP AUTOCENTER                      WARWICK                      RI

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]                      **World Vin:** WDBUF83J25X [REDACTED]  
**Mileage**                      5    **Prod Date** 3/4/2005    **Warr Date** 10/19/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/14/2006 15:02:32	Donald Acree	7816

## Summary Notes

2/14/2006    15:02:21    Donald Acree    7816

Customer stated the SRS light was on. I advised the customer to have the car towed into the dealership for safe precautions because at this point it can not be determined what is the malfunction. The customer declined tow. DA ext. 7816

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1101103    **Cus Ident** 34197085    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Palm Bay    FL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 14113    CONTINENTAL MOTORCARS, IN MELBOURNE    FL  
**Last Sell Dlr** 14113    CONTINENTAL MOTORCARS, IN MELBOURNE    FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J15A [REDACTED]  
**Mileage** 11356    **Prod Date** 4/1/2005    **Warr Date** 4/27/2005    **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/28/2006 17:46:10	Donald Acree	7816

## Summary Notes

2/28/2006    17:45:58    Donald Acree    7816

Customer stated the SRS light on. I advised the customer that the light was an indicator that there may be a malfunction in the seat belt or airbag system in the car. I strongly suggested, several times, the car be towed into the dealership for safety precautions. The customer stated she would call her husband and call back. She declined the tow at this time. DA ext. 7816.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1187319    **Cus Ident** 29066700    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 86432                      ENTERPRISE MOTORCARS, INC    APPLETON                      WI  
**Last Sell Dlr** 86432                      ENTERPRISE MOTORCARS, INC    APPLETON                      WI

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]                      **World Vin:** WDBUF26J55A [REDACTED]  
**Mileage** 7000    **Prod Date** 10/5/2004    **Warr Date** 7/30/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/29/2006 12:24:28	Donald Acree	7816

**Summary Notes**

4/29/2006    12:24:20                      Donald Acree                      7816

Customer stated the SRS light was on again. I advised them to have the car towed into the dealership for safety precautions. The customer stated they would call their dealership and declined the tow. DA ext. 7816.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1287757 **Cus Ident** 16563857 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 3000 **Prod Date** 3/22/2006 **Warr Date** 4/29/2006 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/07/2006 19:22:31	Donald Acree	7816

## Summary Notes

7/7/2006 19:22:14 Donald Acree 7816

Customer stated there was an SRS malfunction warning. I advised the customer that the car should be towed in the dealership for safety precautions. I advised the customer, that in the event of an accident, the airbags may not deploy or they may deploy inadvertently. Customer declined tow at this time and stated she may call back later. DA ext. 7816.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1331896 **Cus Ident** 3208130 **Legal** **Note Type** Roadside Assistance

**Customer** Mr [Redacted] [Redacted] [Redacted]

**Address** [Redacted]

Plainview NY [Redacted]

**Phone** [Redacted] **Phone Location** Residence

**Assign Dlr**

**Sell Dlr** 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

**Last Sell Dlr** 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

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

**Vehicle Information**

**DBAG Vin** 2110871X [Redacted] **World Vin:** WDBUF87JX6X [Redacted]  
**Mileage** 17000 **Prod Date** 12/19/2005 **Warr Date** 1/28/2006 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/06/2006 15:14:35	Donald Acree	7816

## Summary Notes

8/6/2006 15:14:24 Donald Acree 7816

Customer stated SRS light is on. I advised the customer that it indicates a malfunction with the airbags and seatbelt in vehicle. Because of this, I advised, it is strongly recommended that the car be towed into the dealership and not driven for safety precautions. The customer declined the tow. He stated he would drive the car to his home and call back. DA ext. 7816.







# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1720523    **Cus Ident** 26424276    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 15320    BRUMOS MOTOR CARS, INC.    JACKSONVILLE FL  
**Last Sell Dlr** 15320    BRUMOS MOTOR CARS, INC.    JACKSONVILLE FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 32122    **Prod Date** 7/20/2004    **Warr Date** 1/12/2005    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/16/2007 18:02:19	Donald Acree	7816

**Summary Notes**

4/16/2007    18:02:01    Donald Acree    7816

Customer stated SRS light on. I advised customer due to safety precautions the car should be towed into the dealership. The customer declined tow. DA ext. 7816.

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

**Note ID** 2560716 **Cus Ident** 26876379 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Holmdel

NJ [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dlr** 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ**Sell Dlr** 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ**Last Sell Dlr** 51126 MERCEDES-BENZ OF FREEHOL FREEHOLD NJ**Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J15X [REDACTED]  
**Mileage** 41587 **Prod Date** 3/21/2005 **Warr Date** 4/30/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/27/2008 10:12:41	Donald Acree	7816

**Summary Notes**

3/27/2008 10:12:31 Donald Acree 7816

Primary Phone: [REDACTED]

Current Mileage: 41587

Dealer(s) involved: N/A

Situation: SRS light lit

Action Taken: Writer advised customer car would need to be brought into the dealership as soon as possible. Writer advised customer that due to safety precautions of the airbag or seatbelt not operating properly, the car should be towed into dealership. Customer declined tow at this time and stated he was now driving to the dealership. Customer was transferred back to ATX to contact dealership.

3/27/2008 12:07:40 Rosemary Robinson 7809

Writer acknowledged, the above Sum note regarding the SRS light illuminated.

Mr. [REDACTED] was advised by the Roadside agent, to have the vehicle towed. Customer declined towing, then stated, he would drive the vehicle to his dealership ( Mb of Freehold Nj.)

Writer will forward the information to the servicing dealership.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3030664 **Cus Ident** 42380575 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH  
**Last Sell Dlr** 01329 MERCEDES-BENZ OF HUNTSVI HUNTSVILLE AL

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

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED] **World Vin:** WDBUF76J65A [REDACTED]  
**Mileage** 46948 **Prod Date** 11/4/2004 **Warr Date** 12/13/2004 **Model** E55 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/22/2009 15:35:42	Donald Acree	7816

**Summary Notes**

2/22/2009 15:35:35 Donald Acree 7816  
 Primary Phone: [REDACTED]  
 Current Mileage: 46948  
 Dealer(s) involved: N/A

Situation: Customer's husband called and advised that the SRS light was lit.

Action Taken: Writer advised customer that the dealership would be in the best position to assist with diagnosing issue. Writer advised customer that due to safety concerns related to the airbag, it was strongly recommended that the vehicle be towed as opposed to driven.

Customer declined tow at this time.

2/22/2009 15:35:36 Donald Acree 7816  
 No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 888851 **Cus Ident** 26097531 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

The Woodlands TX [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX  
**Last Sell Dlr** 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J15A [REDACTED]  
**Mileage** 8000 **Prod Date** 9/21/2004 **Warr Date** 10/19/2004 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	06/03/2005 10:49:57	CACS0S0	

**Summary Notes**

6/3/2005 10:49:27 Kristin Kapr

Writer took call from an ATX rep and alerted the customer if the vehicle's SRS light is on the vehicle should be towed. After writer explained the SRS function to the customer Mrs. [REDACTED] declined the tow stating " I think what am going to do is drive home it is only a short distance and check with my husband. Maybe we will tow it from there." The writer told the customer this would be documented and ended the call.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 947633 **Cus Ident** 29488455 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Hudson NH [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH  
**Sell Dlr** 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH  
**Last Sell Dlr** 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J75X [REDACTED]  
**Mileage** 23 **Prod Date** 11/15/2004 **Warr Date** 10/8/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/04/2005 21:49:27	CACS0S0	

## Summary Notes

11/4/2005 21:49:21 Kristin Kapr  
 Customer transferred to writer through tele-aid roadside.  
 Customer advised her SRS light was in the vehicle.  
 Writer strongly advised the customer have the vehicle towed to the dealership.  
 The customer requested to know what the SRS light was and how to turn this off.  
 The writer advised this would need to be viewed by an authorized dealership to determine this.  
 The writer advised the customer she could make the arrangements for the tow.  
 The customer declined the tow stating "I will call back I want to think about it."

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 956116 **Cus Ident** 10156442 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Miami FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL  
**Sell Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL  
**Last Sell Dlr** 14302 MERCEDES-BENZ OF CORAL G CORAL GABLES FL

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

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 5578 **Prod Date** 3/1/2005 **Warr Date** 4/29/2005 **Model** E350W 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/12/2005 20:23:16	CACS0S0	

### Summary Notes

11/12/2005 20:29:26 Kristin Kapr

Customer called RAP advising the SRS light was on in the vehicle.

The writer strongly advised the customer have the vehicle towed to the dealership.

The customer started yelling at the writer about the vehicle and demanding a tow on Monday morning. Customer demanded writer to advise what caused the malfunction in the vehicle.

Writer advised the customer without diagnosis the vehicle at the dealership there is no way the writer would be able to determine over the phone what caused this in the vehicle.

The customer still yelling at the writer demanded a loaner vehicle be brought out to customer.

Customer apologized to customer and advised at this time we can make arrangements for the vehicle to be towed to the dealership. The writer advised the customer would need to speak with the dealership on Monday in regard to a loaner vehicle.

The writer advised the customer we also can not make an appointment for the towing on Monday morning and advised the customer roadside service is offered on a 24 hour emergency basis and there are no scheduling of appointments.

The customer advised she will be keeping the vehicle and speaking with the dealership on Monday morning.

The writer advised all comments and concerns would be documented and forwarded to the appropriate parties.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 961594 **Cus Ident** 25034589 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Silver Spring MD [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]  
**Mileage** 4102 **Prod Date** 7/13/2004 **Warr Date** 8/31/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/16/2005 19:31:28	CACS0S0	

## Summary Notes

11/16/2005 19:31:21 Kristin Kapr

Customer called through Rap Tele-aid inquiring on the SRS light in the vehicle.

The writer strongly advised the customer have the vehicle towed to the dealership.

The customer declined and requested to be connected to the dealership. Customer wanted to confirm a loaner vehicle before allowing vehicle to be towed into the dealership.

Writer advised she would document the customer's comments and concerns and forward them to the appropriate parties.

Writer transferred the call to Concierge representative Olivia and provided Olivia with the MB of San Diego's service department number.

Olivia took the call from writer.

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

**Note ID** 980324 **Cus Ident** 1350308 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

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

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26J35A [REDACTED]  
**Mileage** 4300 **Prod Date** 3/16/2005 **Warr Date** 8/31/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Vehicle Damaged by Dealer/RAP tech.	11/30/2005 21:45:08	CACS0S0	

**Summary Notes**

11/30/2005 21:44:50 Kristin Kapr

Customer called the CAC to request his call be documented in the system.

Customer stated "I had called in on Sunday with the SRS light on in the vehicle. I was told I should not drive the vehicle. I didn't drive the vehicle and I had the vehicle towed into the dealership on Monday morning. I just got the vehicle back today and the vehicle is dirty. Besides the vehicle being dirty there are these little raised spots over the exterior of the vehicle. I am going to contact the dealership tomorrow. I just wanted it on record that I called."

The writer advised the customer all comments and concerns would be documented and forwarded to the appropriate parties.

12/5/2005 13:44:08 Kathleen Weller 6387

Client called into roadside assistance stating that his key would not lock or unlock the vehicle. Writer suggested use the other key which seems to work fine.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1045064    **Cus Ident** 29648919    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05146    MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA  
**Last Sell Dlr** 05752    SILVER STAR A. G. LTD.    THOUSAND OAI CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 2401    **Prod Date** 6/27/2005    **Warr Date** 10/30/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/17/2006 17:22:58	CACS0S0	

## Summary Notes

1/17/2006    17:22:52    Kristin Kapr

Customer was transferred to the customer through tele-aid rap call.

The customer advised his SRS light was on in the vehicle. The writer advised the customer we would strongly advise to have the vehicle towed.

Mr. [REDACTED] became very upset at the writer and demanded to know how long this would take to repair. The writ advised this determination would be made at the dealership. The customer declined the tow and advised he would drive the vehicle to the closest dealership.

Customer advised he wanted the call ended. The writer advised all comments and concerns would be documented and ended the call.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1102922 **Cus Ident** 7505202 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Oakland CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA  
**Sell Dlr** 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA  
**Last Sell Dlr** 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISCO CA

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

### Vehicle Information

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J05A [REDACTED]  
**Mileage** 4169 **Prod Date** 11/25/2004 **Warr Date** 2/15/2005 **Model** E500W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/01/2006 19:44:54	CACS0S0	

### Summary Notes

3/1/2006 19:44:49 Kristin Kapr

Customer called the CAC through tele-aid roadside.

The customer stated "My SRS light is on in the vehicle and I would like to be connected to my dealership."

The writer strongly advised to have the vehicle towed customer declined and stated "I had this same issue a few months ago. The dealership told me that this was fine to drive with and made me an appointment for two weeks later."

The writer advised she could place customer through to a concierge representative to schedule an appointment with the dealership. Customer declined and advised he would call the dealership on his own.

Writer advised she would document the call and forward all comments and concerns to the appropriate parties.

Writer disconnected the tele-aid call.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1245956    **Cus Ident** 31087470    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 14358    CENTRAL FLORIDA EUROCARS LAKELAND    FL  
**Last Sell Dlr** 14358    CENTRAL FLORIDA EUROCARS LAKELAND    FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 1    **Prod Date** 1/16/2006    **Warr Date** 2/11/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/08/2006 14:32:54	CACS0S0	

## Summary Notes

6/8/2006    14:32:47    Kristin Kapr

Customer called the CAC through RAP tele-aid to advise the SRS light was on.

The writer strongly recommended the vehicle be towed. The customer declined. The writer advised she would document and disconnected the call.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1289633    **Cus Ident** 16584197    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Miami    FL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 14349    MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL  
**Sell Dlr** 14349    MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL  
**Last Sell Dlr** 14349    MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70JX6A [REDACTED]  
**Mileage** 2378    **Prod Date** 2/21/2006    **Warr Date** 5/4/2006    **Model** E500W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/09/2006 18:55:01	CACS0S0	

## Summary Notes

7/9/2006    18:54:56    Kristin Kapr

Customer called on Rap tele-aid to advise the SRS light came on in the vehicle.

The writer strongly advised not to drive the vehicle and to have the vehicle towed. The customer declined the tow and stated "Can you diagnosis the problem from you end and forward the information to my dealership so they know what part to order or what they have to look up and I will call and schedule and appointment?"

The writer advised the customer she could not diagnosis what caused the SRS light to come on from this end. The writer advised she would document the customer's comments and concerns and forward to the dealer.





# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1401468    **Cus Ident** 35086855    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

San Jose    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr**

**Sell Dlr** 05123    MERCEDES-BENZ OF CALABAS    CALABASAS    CA  
**Last Sell Dlr** 05619    SMYTHE EUROPEAN, INC.    SAN JOSE    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J56A [REDACTED]  
**Mileage** 18806    **Prod Date** 3/24/2005    **Warr Date** 6/30/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/24/2006 16:06:24	CACS0S0	

## Summary Notes

9/24/2006    16:06:18    Kristin Kapr

Customer called through Rap tele-aid to advise the SRS light is on in the vehicle.

The writer strongly advised the customer have the vehicle towed. The customer declined the towing at this time stating "I will call back later when am finished with my meetings."

The writer advised she would document the call and disconnect from tele-aid.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 944877 **Cus Ident** 16794792 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO  
**Last Sell Dlr** 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J85X [REDACTED]  
**Mileage** 203011 **Prod Date** 9/1/2004 **Warr Date** 10/12/2004 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/28/2005 18:11:42	Ray Daniels	7824

**Summary Notes**

10/28/2005 18:11:32 Raynell Daniels 7824

SRS light was on. writer advised customer of the possibilities and he stated the car would be taken to the dlrshp on monday. the customer stated he didnt want to be without a vehicle. DECLINED TOW.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 944995 **Cus Ident** 28468916 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 1298 **Prod Date** 2/11/2005 **Warr Date** 5/30/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/29/2005 17:39:05	Ray Daniels	7824

**Summary Notes**

10/29/2005 17:38:58 Raynell Daniels 7824

srs light was on, writer advised customer of possibilities and recommended having the vehicle towed and she stated the vehicle will be taken to the dlrshp on monday. DECLINED TOW

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 965719 **Cus Ident** 6419533 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ  
**Last Sell Dlr** 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J35A [REDACTED]  
**Mileage** 11244 **Prod Date** 9/16/2004 **Warr Date** 3/31/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/19/2005 15:15:55	Ray Daniels	7824

**Summary Notes**

11/19/2005 15:16:01 Raynell Daniels 7824

srs light was on, cust was advised of the possibilities, but insisted on driving, and stated he would take the vehicle to the dlrshp on tuesday.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1041391    **Cus Ident** 10226508    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Miramar                      FL [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]                      **World Vin:** WDBUF56JX6A [REDACTED]  
**Mileage** 9000    **Prod Date** 12/21/2004    **Warr Date** 4/4/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/14/2006 18:46:04	Ray Daniels	7824
Customer File Maintenan	Telephone Update	01/25/2006 15:00:11	Katina Clement	6262
	Mileage Update	01/25/2006 15:00:11	Katina Clement	6262

### Summary Notes

1/14/2006    18:45:54                      Raynell Daniels                      7824  
 Owner declined tow SRS light on. Mrs. Chipman will call the dealer.

1/25/2006    15:00:03                      Katina Clement                      6262  
 Ms. [REDACTED] called CAC states "I dropped vehicle off on Tuesday 1/17/2006 per above notes for SRS."  
 Customer alleges "I have left six messages total for Robert SA and the service manager requesting a call regarding the status and have not had any return calls."  
 Writer apologized for customers experience. Writer advised dealers are independently owned , operated, and responsible for their staff.  
 Writer advised customer would follow-up with dealer on her behalf.

1/25/2006    15:03:06                      Katina Clement                      6262  
 Writer left message for Phil Kasten SD as SM is out for the rest of the week.

1/26/2006    17:09:43                      Katina Clement                      6262  
 Phil Kasten left message for writer.

1/26/2006    17:12:41                      Katina Clement                      6262  
 Writer left message for Phil requesting call back.









# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1863035    **Cus Ident** 35820161    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Hillsborough    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05157    FLETCHER JONES MOTORCAR    FREMONT    CA  
**Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA  
**Last Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED]    **World Vin:** WDBUF76JX5A [REDACTED]  
**Mileage** 44016    **Prod Date** 8/26/2004    **Warr Date** 10/14/2004    **Model** E55    2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	New Vehicle Limited Warranty Inquiry	08/02/2007 17:18:40	Ray Daniels	7824

## Summary Notes

8/2/2007    17:17:47    Raynell Daniels    7824

Customer called the CAC to inquire about his NCLW.

The customer claims "I had to replace the right side exhaust but, now I am nervous about the left side going out & well and would like to know if that would be under my warranty."

Writer advised the customer that writer would look into this matter on his behalf.

8/6/2007    12:44:54    Theresa Mc Carthy    4601

Customer called again in reference to replacing the other side of his exhaust. Customer stated he doesn't trust it that is should not have to be replaced on a 2 year old vehicle.

Writer advised customer that if parts were not defective they would not be covered under warranty. Writer suggested customer speak with the service manager at the dealership who would be in the best position to inspect vehicle to determine if parts need to be replace.

8/8/2007    14:31:47    Susan Cunningham    7815

Writer was assigned Corres.# 329435 - below email:

**Comments**

I am an owner of multiple Mercedes vehicles, and one if is a 2005 AMG E55(VIN:WDBUF76JX5A [REDACTED]). Last year I took the vehicle in for repairing SRS , and it took as long as 1.5 months to fix the problem. Last month when I was on the freeway in my E55, the right exhausting pipe of the vehicle fell off without any warning. I took my E55 in to Mercedes-Benz Fletcher Jones Motorcars of Fremont for repair , and they replaced the right exhausting pipes. I request my left-end pipes replaced with new ones for several reasons. First, I do not trust the left-end pipes' durability. Second, the car looks odd with two brand new exhausting pipes on the right side and two old ones on the left. Third, I have never heard or seen such ridiculous event (pipe falling off in the midst of freeway), will do no good to Mercedes' reputation. For details about my case, please contact Fletcher Jones Motocars of Fremont at (510)623-1111

## Summary Notes

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8/9/2007 12:27:41 Susan Cunningham 7815

Writer contacted SPOM who will look into the warranty repair with dealership and advise writer what should be conveyed to the customer.

8/12/2007 15:44:55 Susan Cunningham 7815

Writer received below email from SPOM, R. Zollman  
Susan,

Sorry it's take a day more than I had hoped to respond. But I wasn't able to reach the dealer person who had the most insight to this customer and his issue until today.

Long and Short, the chrome exhaust tip on one side of his car broke off. Very unusual, I nor anyone I spoke to has ever heard of this previously. I'm suspicious that perhaps it had been hit or run into at sometime, weakening the weld, but we can't say. In any event the dealer personnel went to great length to inspect the other chrome tip on the other exhaust, to ensure it was sound and no signs of fatigue or failure were viable. No issue at all was observed with the other side. They correctly advised customer of same and advised that there is no reason to expect a problem from the other piece. Advised Mr Liu of same.

I see no reason not to support the dealer's efforts to go into detailed explanation and inspection with the customer. I suggest we advise the customer his issue is noted in our system should this turn out to be an issue in the future but also that he has a thirty six month ELW on the car, taking it out several more years.

Also of note, another dealer, 05619 issued a goodwill lease payment to Mr. [REDACTED] earlier this year. I think we have been duly attentive to his concerns.

Rick

8/13/2007 11:40:09 Susan Cunningham 7815

Below email sent:

Dear Mr [REDACTED]

Thank you for your recent email.

On your behalf we contacted the Service Department at Fletcher Jones of Fremont who confirmed they inspected the chrome tip on the other exhaust, and determined it was sound with no signs of fatigue or failure. We understand the dealer advised you of their findings and that there is no reason to expect a problem from the part. Please be assured your concern has been duly noted.

In addition, this will confirm you also have a 36 month extended warranty on your vehicle which will expire October 13, 2011 or 100,000 miles (whichever occurs first).

Mr. [REDACTED] the opportunity to respond is appreciated.

Sincerely,

Susan C.  
Case Manager  
Mercedes-Benz USA, LLC



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2847273    **Cus Ident** 26481426    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 14323    MERCEDES-BENZ OF PALM BE. WEST PALM BE FL  
**Last Sell Dlr** 14323    MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED]    **World Vin:** WDBUH83J55X [REDACTED]  
**Mileage** 23967    **Prod Date** 9/21/2004    **Warr Date** 2/23/2005    **Model** E500S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/25/2008 13:19:02	Maria Vovou	7826

## Summary Notes

10/25/2008    13:18:48    Maria Vovou    7826

Primary Phone: [REDACTED]  
 Current Mileage: 23967  
 Dealer(s) involved: N/A

Situation: Customer states the SRS light is on, in the Garage.

Action Taken: Writer advised of Safety Issue & of Tow to Dealer. Customer will call back for the Tow, after he calls the Dealer. Advised of possible charges.

10/25/2008    13:18:49    Maria Vovou    7826

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3238312    **Cus Ident** 45466356    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Columbus    OH [REDACTED]  
**Phone** [REDACTED]    **Cell**    **Phone Location** Mobile  
**Assign Dlr** 62423    CROWN EUROCARS    DUBLIN    OH  
**Sell Dlr** 34104    HERB GORDON AUTO GROUP,    SILVER SPRING MD  
**Last Sell Dlr** 75565    MERCEDES-BENZ OF SAN ANT    SAN ANTONIO    TX  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J06X [REDACTED]  
**Mileage** 30000    **Prod Date** 12/19/2005    **Warr Date** 2/10/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/08/2009 12:56:30	Maria Vovou	7826

## Summary Notes

7/8/2009    12:56:19    Maria Vovou    7826

Primary Phone: [REDACTED]  
 Current Mileage: 30000  
 Dealer(s) involved: 62423

Situation: Customer states "the SRS Light is on, while I'm driving & I don't know what that means?"

Action Taken: Writer informed customer to pull over to a safe spot & advised of the Safety Issue & of a tow to the Dealer. Customer stated that he was close to a Dealer & will drive there now.

7/8/2009    12:56:32    Maria Vovou    7826

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1105887    **Cus Ident** 21131383    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Ponte Vedra    FL [REDACTED]  
**Phone** ([REDACTED])    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 09127    MERCEDES-BENZ OF NORTH HAVEN CT

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J86A [REDACTED]  
**Mileage** 5030    **Prod Date** 4/1/2005    **Warr Date** 8/31/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/03/2006 17:44:25	Romy Parekh	7832

## Summary Notes

3/3/2006    17:44:10    Romy Parekh    7832

Mr. [REDACTED] called and stated that as he pulled into his driveway at home , he noticed a SRS light on. Writer advised due to safety concerns, we advise in towing vehicle to dealership. Customer asked several questions about repair, rental/loaner, etc. Writer advised all this is taken care by dealership (nearest Brumos Motors in Jacksonville, FL). Writer again stated we do not advise in driving vehicle, we can set up tow to dealership where they can diagnose vehicle there. Customer declined towing service for the night and stated he would call back to set up tow if needed. Writer gave name and ext if needed

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1137135    **Cus Ident** 12295915    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

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

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112871X [REDACTED]    **World Vin:** WDBUH87J66X [REDACTED]  
**Mileage** 5107    **Prod Date** 10/4/2005    **Warr Date** 11/12/2005    **Model** E350S4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/25/2006 20:28:09	Romy Parekh	7832

## Summary Notes

3/25/2006    20:27:59    Romy Parekh    7832

Ms. [REDACTED] claimed the SRS light is on, customer claimed to have tried to reset by locking and unlocking, light still on. Writer advised we would have to tow vehicle to dealership, due to safety concerns. Customer declined, stated she will drive vehicle home and then drive vehicle to dealership first thing Monday morning. Writer told to call back if needed

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

**Note ID** 1232366 **Cus Ident** 29358694 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Woodstock MD [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

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

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 22083 **Prod Date** 6/17/2005 **Warr Date** 9/21/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/30/2006 21:44:25	Romy Parekh	7832

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	05/30/2006 21:44:13	Romy Parekh	7832

**Summary Notes**

5/30/2006 21:44:07 Romy Parekh 7832

Customer originally was transferred via Response Center for Navi assistance. In doing so, customer also mentioned that the SRS light is on. Writer advised that this is dealing with airbag system, due to safety concerns we recommend having vehicle towed to dealership. Customer not close to home (about 70 miles), stated he will slowly/safely drive vehicle and if needed, call back. Writer gave name and ext to call back



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1291288    **Cus Ident** 29859884    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mrs. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 14113    CONTINENTAL MOTORCARS, INC MELBOURNE    FL  
**Last Sell Dlr** 17114    RBM OF ATLANTA - NORTH    ALPHARETTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 12340    **Prod Date** 2/24/2006    **Warr Date** 5/14/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/10/2006 17:08:21	Romy Parekh	7832

**Summary Notes**

7/10/2006    17:08:13    Romy Parekh    7832

ATX Response Center transferred call, advising customer has SRS light on-dash. Writer stated due to safety concerns, we would not advise in driving vehicle, we can set up tow to dealership. Mrs. [REDACTED] declined towed, stated she will see dealership ASAP or call back Roadside when at home to set up tow then. Writer recommended for customer, since choosing to drive vehicle, to drive more caution, customer agreed.









# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1568651    **Cus Ident** 31224721    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Baltimore    MD [REDACTED]  
**Phone** ([REDACTED])    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 34208    R & H MOTOR CARS, LTD.    OWINGS MILLS MD  
**Last Sell Dlr** 34208    R & H MOTOR CARS, LTD.    OWINGS MILLS MD

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 32896    **Prod Date** 3/22/2005    **Warr Date** 5/11/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/23/2007 17:15:38	Romy Parekh	7832

## Summary Notes

1/23/2007    17:15:20    Romy Parekh    7832

Customer advised the SRS light is on-dash, writer only recommended towing vehicle due to safety concerns. Customer stated she is several miles from home location and claimed to have an appointment w/dealer on Friday will address this concern then - customer declined. Writer told to call back if needed to set up tow and to drive home safely and slowly.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1716077    **Cus Ident** 31897907    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 75133    ALEX RODRIGUEZ    LEAGUE CITY TX  
**Last Sell Dlr** 75133    ALEX RODRIGUEZ    LEAGUE CITY TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 13125    **Prod Date** 8/3/2005    **Warr Date** 4/29/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/12/2007 23:32:43	Romy Parekh	7832

**Summary Notes**

4/12/2007    23:32:35    Romy Parekh    7832

Customer called from Tele-aid Information, advising the SRS light came on-dash. Writer recommended towing vehicle to dealership, due to safety concerns - customer declined. Customer advised he will bring vehicle to dealer himself.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3466635    **Cus Ident** 32057366    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]    [REDACTED]  
**Address** [REDACTED]

West Roxbury    MA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 36120    MERCEDES-BENZ OF WESTWC    WESTWOOD    MA  
**Sell Dlr** 36132    MERCEDES-BENZ OF WESTWC    WESTWOOD    MA  
**Last Sell Dlr** 36132    MERCEDES-BENZ OF WESTWC    WESTWOOD    MA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X66A [REDACTED]  
**Mileage** 45195    **Prod Date** 1/28/2005    **Warr Date** 2/26/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Contact to CAC</b>	Dealer Advised CAC Not Warranty Repair	11/24/2009 17:05:17	Romy Parekh	7832
	Negative Customer Experience	11/24/2009 17:05:12	Romy Parekh	7832

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Electrical System</b>	Electrical System	11/24/2009 17:05:31	Romy Parekh	7832
<b>Air Bags</b>	Airbag	11/24/2009 17:05:21	Romy Parekh	7832
<b>Tire</b>	Tire	11/24/2009 17:05:28	Romy Parekh	7832



## Summary Notes

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11/24/2009 17:05:00 Romy Parekh 7832

\*\*\*\*\*Dealer SrvD - Tim contacted CAC regarding below\*\*\*\*\*

Writer received VM on personal extension from SrvD - Tim M. regarding the above customer - Dr. [REDACTED] visit to dealer today.

SrvD advised that customer had on prior occasion came to dealership however due to his behavior, dealer had to contact Police Dept.

SrvD advised that customer came into dealership today with complaint of vehicle's SRS light on-dash, alleging safety recall on vehicle however provided a document which was a Dealer Technical Bulletin. SrvD made customer aware DTB's wouldn't entail coverage and since vehicle outside of warranty - diagnosis/repair would be at owner's expense.

SrvD advised, an alternate vehicle concern was with Tire Pressure Monitor System malfunction however customer wanted coverage due to last visit pertaining to similar concerns. SrvD advised that customer came into dealer in August 2009 and dealer determined nail in tire however there wouldn't be any terms of coverage at this time.

SrvD advised there is a service campaign pertaining to 'drip rails' however due to customer's behavior, Dr. [REDACTED] isn't welcome to their facility. SrvD advised that customer was demanding these current concerns be performed no cost however SrvD is declining to service vehicle regarding such complaints.

Writer noted accordingly [writer attempted to return call to SrvD however left message acknowledging receipt of his voicemail].

11/24/2009 17:05:36 Romy Parekh 7832

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 882917 **Cus Ident** 129729 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Monterey Park CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA  
**Sell Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA  
**Last Sell Dlr** 05646 RUSNAK/ARCADIA ARCADIA CA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J45A [REDACTED]  
**Mileage** 4295 **Prod Date** 10/5/2004 **Warr Date** 11/29/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	05/18/2005 17:29:05	Jessica Redzia	6206
Vehicle Quality	Overall Dissatisfaction with Quality	05/18/2005 17:28:51	Jessica Redzia	6206
Survey Inquiries	Inbound Call - No Survey	05/18/2005 17:28:46	Jessica Redzia	6206

**Summary Notes**

5/18/2005 17:28:40 Jessica Redzia 6206

Customer called Survey Dept. and requested to speak with Paul Juron. Writer advised customer that Mr. [REDACTED] was not available and inquired if I could assist her.  
 Customer stated she was dissatisfied with Rusnak (dealer code 05646). Customer alleged that she dropped vehicle off 5/2/05 due to SRS malfunction. Customer claimed that she was informed that parts had to be ordered from Germany and was not given a date when vehicle could be picked up. Customer stated that service advisor went on vacation and she was assigned another service advisor. Customer alleged that alternate service advisor called her yesterday and stated "car was being checked" but still did not inform her when vehicle would be ready. Customer stated that she has a loaner vehicle, but is dissatisfied that vehicle has been in for service for so long, and is fearful that vehicle is "a lemon".  
 Writer informed customer that her comments would be documented and forwarded to the appropriate parties. Writer informed customer that parts would take longer to come in due to the fact that they had to be shipped from Germany. Writer advised customer to follow up with service manager to expedite the process of getting an estimated date when vehicle would be ready. Customer stated she was unsure if she would speak with him or no. Writer invited customer to call 800# should she require future assistance.  
 Copy of sum note to TL.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 920090 **Cus Ident** 14696954 **Legal** **Note Type** Summary Note  
**Customer Ms.** [REDACTED]  
**Address** [REDACTED]

Mentone CA [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 11525 **Prod Date** 11/22/2004 **Warr Date** 1/29/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Personnel Issues or Complaints	08/23/2005 15:48:35	Jessica Redzia	6206
	Overall Dissatisfaction with Service	08/23/2005 15:48:35	Jessica Redzia	6206
<b>Vehicle Quality</b>	Overall Satisfaction with Quality	08/23/2005 15:48:20	Jessica Redzia	6206
<b>Survey Inquiries</b>	Phone Survey Completed	08/23/2005 15:48:16	Jessica Redzia	6206

**Summary Notes**

8/23/2005 15:48:08 Jessica Redzia 6206

Customer left a message on ex. 6399 for Survey Dept.  
 Writer called customer back at [REDACTED]. Customer stated she was dissatisfied with service at Penske (dealer code 05127) and inquired why she never received a SES.  
 Writer checked in DocuLogic and found that we received an IBS from her 3/15/2005. Writer advised customer that we only send out one survey per every six months and that is why she never received an SES. Writer offered to perform phone survey with customer; customer accepted.  
 SES Summary: Customer was very dissatisfied with dealer service. Customer stated vehicle was not ready when promised and additional visit was required. Customer was dissatisfied with how warranty paperwork was handled. Customer was very satisfied with vehicle.  
 Customer stated she had to take vehicle in due to SRS light. Customer alleged that she stood there for "exactly 17min. and no one even acknowledged [her]". Customer claimed that Pete, former service advisor, made her wait at a service before SRS issue and tried to take a customer that did not have an appointment before her. Customer stated other customer made Pete take her first because she had an appointment. Customer claimed that George, her new service advisor, is very helpful and never makes her wait.  
 Writer advised customer that her comments would be documented and thanked her for calling. Writer invited customer to call 800# should she require future assistance.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 883668 **Cus Ident** 26348458 **Legal** **Note Type** Summary Note  
**Customer** Ms [REDACTED]  
**Address** [REDACTED]

Warner Robins GA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 17319 JACKSON AUTOMOTIVE GROU MACON GA  
**Sell Dlr** 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J25A [REDACTED]  
**Mileage** 7570 **Prod Date** 5/19/2004 **Warr Date** 12/31/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	05/19/2005 15:03:05	Patricia Rosado	7837

## Summary Notes

5/19/2005 15:02:23 Patricia Rosado 7837

Ms. [REDACTED] phoned CAC in regards to oil leak and SRS light.

Customer claims she noticed an oil leak in Feb 05, had the leak repaired at DLR 17319. Customer claims she noticed another leak yesterday.

Writer suggested customer speak with SM at DLR 17319. Writer provided SM's name.

Customer also stated SRS light came on and was repaired at this dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 926228 **Cus Ident** 26330732 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Phone** Tigard [REDACTED] OR [REDACTED] **Phone Location** Business  
**Assign Dlr** 66105 MERCEDES-BENZ OF WILSON\ WILSONVILLE OR  
**Sell Dlr** 66105 MERCEDES-BENZ OF WILSON\ WILSONVILLE OR  
**Last Sell Dlr**

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

**Vehicle Information**  
**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J55A [REDACTED]  
**Mileage** 4565 **Prod Date** 9/3/2004 **Warr Date** 12/23/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Negative Customer Experience	09/08/2005 21:47:09	Patricia Rosado	7837

## Summary Notes

9/8/2005 21:46:43 Patricia Rosado 7837

Brian Thran (service director) phoned stating this vehicle has been in twice for SRS light and is coming in for alleged transmission issue. Brian stated the vehicle goes in drive but does not drive.

Brian explained to Mr [REDACTED] that dealer will repair the vehicle under MB warranty terms. Customer is not satisfied with this. Customer stated this is unacceptable and wants the vehicle replaced.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1057992    **Cus Ident** 8794542    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Tempe    AZ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 03102    MERCEDES-BENZ OF CHANDLER    CHANDLER    AZ  
**Sell Dlr** 03102    MERCEDES-BENZ OF CHANDLER    CHANDLER    AZ

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J36A [REDACTED]  
**Mileage** 5898    **Prod Date** 1/24/2005    **Warr Date** 6/23/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	01/27/2006 13:47:28	Patricia Rosado	7837

## Summary Notes

1/27/2006    13:47:17    Patricia Rosado    7837

Please reference sum note # 991253  
 Dave (production manager) at dealer 03102 phoned stating this customer came in for a SRS light and also complained about noise with the SBC system.

Dave stated that he advised the customer that the vehicle is working as designed but customer remains dissatisfied.

Dave stated the customer is requesting to speak with SPOM.

Writer advised Dave that the customer may direct his concerns to the SM.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1308208    **Cus Ident** 33337737    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J06A [REDACTED]  
**Mileage** 1021    **Prod Date** 5/4/2006    **Warr Date** 6/16/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/21/2006 14:01:15	Patricia Rosado	7837

## Summary Notes

7/21/2006    14:01:07    Patricia Rosado    7837

Customer phoned VIA tele-aid stating SRS light is on.

Writer recommended tow and explained SRS light malfunction warning.

Customer declined tow , advising that he is on a trip.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1427865    **Cus Ident** 10811893    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 52101    MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ  
**Last Sell Dlr** 51113    MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J05X [REDACTED]  
**Mileage** 15000    **Prod Date** 9/16/2004    **Warr Date** 10/27/2004    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	10/13/2006 17:48:13	Patricia Rosado	7837
	Declined Tow - SRS Light On	10/13/2006 17:52:07	Patricia Rosado	7837

**Summary Notes**

10/13/2006 17:48:13 Patricia Rosado 7837

Roadside - Other [See Roadside Ticket ID: 2988413]

10/13/2006 17:51:57 Patricia Rosado 7837

Customer phoned VIA tele-aid with SRS light on.

Writer advised customer that they should not drive the vehicle and suggested a tow. Writer explained what SRS message meant.

Customer declined tow.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1582926 **Cus Ident** 24581335 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Camden NC [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2112561A [REDACTED] **World Vin:** WDBUH56J16A [REDACTED]  
**Mileage** 18000 **Prod Date** 3/8/2006 **Warr Date** 3/31/2006 **Model** E350S 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Overall Satisfaction with Service	02/01/2007 18:30:32	Patricia Rosado	7837
	Repeat Visit for Same Issue	02/01/2007 18:30:32	Patricia Rosado	7837
<b>Vehicle Quality</b>	Frequency of Repairs	02/01/2007 18:30:37	Patricia Rosado	7837
	Overall Dissatisfaction with Quality	02/01/2007 18:30:37	Patricia Rosado	7837
<b>Customer at Risk</b>	First Time Customer	02/01/2007 18:30:21	Patricia Rosado	7837

## Summary Notes

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2/1/2007 18:30:14 Patricia Rosado 7837

Mrs. [REDACTED] phoned CAC requesting MBUSA trade her out of this vehicle into a GL. Customer claims she wants out as this vehicle because of electrical and other minor issues.

Customer claims she special ordered this vehicle in Dec 2005, took delivery of the vehicle in April 2006. Claims the left headlamp went out while driving home from the dealer. Claims it happened 2 other times (four weeks after first incident and 1 month later after that incident). Customer claims she brought the vehicle back to Philips each time (52 miles each way).

Customer claims the floor vents went out and the center vents had a squealing noise.

Customer claims she also had an Airbag malfunction message. Claims dealer advised that the airbags were defective and may not have deployed if she was involved in an accident.

Customer claims all issues are resolved but she does not feel safe or comfortable driving this vehicle. Customer claims she is a travel agent and does a lot of driving, claims all of these service visits put her out of commission for a day or so.

Customer claims she is a first time owner and would like to be happy and have a vehicle she can enjoy. Customer stated "the dealer is fantastic, I have no complaints about them."

Writer apologized for dissatisfaction and advised customer her concerns and request would be documented and shared with the appropriate party.

Writer suggested the customer contact the SM if she has any further concerns. Customer claims she's spoke with the SM and sales people and they told her to call MBUSA.

NTMT to SPOM & MM.

3/1/2007 14:03:48 Patricia Rosado 7837

Writer spoke with SPOM regarding customer's concerns.

SPOM advised that he has spoken to the Sales and Service Manager. Dealer has communicated to the customer to come into the dealer so they can discuss an offer.

SPOM advised that dealer is still waiting on the customer to come in so they can review and make offer.

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

**Note ID** 1600754 **Cus Ident** 26343801 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Lake Villa IL [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

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

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]  
**Mileage** 60813 **Prod Date** 11/10/2004 **Warr Date** 12/30/2004 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/12/2007 11:05:32	Patricia Rosado	7837

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/12/2007 11:05:42	Patricia Rosado	7837

**Summary Notes**

2/12/2007 11:05:19 Patricia Rosado 7837

Mr. [REDACTED] phoned CAC requesting PWA. Customer claims the SRS light is on for the second time. Customer claims the same issue occurred about 20000 miles ago.

Customer claims he is a loyal customer and has had multiple issues with the vehicle.

Writer apologized for inconvenience and advised customer to speak with the SM as he is empowered on behalf of MBUSA to make PWA decisions on a case by case basis. Advised that SM's decision is final and upheld by MBUSA.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3372624    **Cus Ident** 26423876    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Matthews    NC [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dlr** 59110    MERCEDES-BENZ OF SOUTH C PINEVILLE    NC  
**Sell Dlr** 59210    BECK IMPORTS OF THE CAROL CHARLOTTE    NC

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J05A [REDACTED]  
**Mileage** 88689    **Prod Date** 10/19/2004    **Warr Date** 1/31/2005    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Navigation System	Overall Dissatisfaction with system	09/23/2009 09:14:46	Patricia Rosado	7837
Warranty	Post Warranty Consideration Request	09/23/2009 09:14:50	Patricia Rosado	7837
Customer Comments / Su	Navigation	09/23/2009 09:14:46	Patricia Rosado	7837

## Summary Notes

9/23/2009    09:14:33    Patricia Rosado    7837  
 CORR# 396475

Mr. [REDACTED] wrote letter expressing his complete dissatisfaction with the amount of repairs and problems he's had with this vehicle. States he purchased the vehicle new from an authorized dealer (Beck) and has had it primarily serviced at MB's dealers (Hendricks and South Charlotte). Customer lists some of the problems while under warranty - drivers door handle replaced 4-5 times, PS pump replaced, lifters have been repaired and replaced , airbag sensor recalibrated 2 times, computer that establishes acceleration patterns and adapts reset twice, driver side door handle finish defective , brakes wear down into the rotors w/o squealing or indicators, transmission mount collapsed, evaporator coil on the AC system replaced, transmission connector leaking and replaced, SRS light defective wiring, sunroof express feature repaired, summer window convenience feature repaired about 3 times.

Now the Navi system is inoperable again. States he mentioned this will under warranty beginning at 12,000 miles Dealer unable to duplicate. Customer requests that Nav be replaced at no charge to him since this occurred while under the NVLW. Also feels that he's been sold a lemon and would like to give us the opportunity to fix this problem before he seeks legal avenues.

Writer consulted with SPOM, no referral necessary as customer is only looking for goodwill, per her conversation with the dealer.

Writer agreed to split the repairs with dealer 50/50. Contacting SPOM and Srvrm to inquire about C1A amount.

9/23/2009    09:14:52    Patricia Rosado    7837

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 900684 **Cus Ident** 26330500 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J75X [REDACTED]  
**Mileage** 6899 **Prod Date** 8/23/2004 **Warr Date** 12/23/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/06/2005 19:59:34	King Chan	4656

**Summary Notes**

7/6/2005 19:59:25 King Chan 4656

A roadside call came through Tele Aid and the client stated his SRS light is on. Writer stated to the client that the vehicle is not safe to drive and writer advised client to have vehicle towed to the nearest Mercedes Benz Dealership. Client declined the tow. Client stated that she is only a couple of miles from the Glauser dealership and she stated that she will drive the vehicle there instead of having the vehicle towed. ATX Incident#64781761.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 924520 **Cus Ident** 16746358 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Oyster Bay NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 55109 RALLYE MOTORS LLC ROSLYN NY

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X26A [REDACTED]  
**Mileage** 1531 **Prod Date** 3/18/2005 **Warr Date** 4/29/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	09/04/2005 10:29:11	Tiana Somoza	4611

**Summary Notes**

9/4/2005 10:28:49 Tiana Somoza 4611

Ms. [REDACTED] called in on teleaid with Srs restraint system malfunction drive to workshop. Writer advised that the restraint system is malfunctioning which means the airbags could or could not deploy if they did or did not need to. Offered to transfer to roadside to be towed. Client declined and stated she would drive the vehicle home and contact the dealer tomorrow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 994651    **Cus Ident** 1731073    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80206    DAVID R. MC GEORGE CAR CO    RICHMOND    VA  
**Last Sell Dlr** 80206    DAVID R. MC GEORGE CAR CO    RICHMOND    VA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J36A [REDACTED]  
**Mileage** 1912    **Prod Date** 8/18/2005    **Warr Date** 9/10/2005    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	12/11/2005 10:51:07	Tiana Somoza	4611

## Summary Notes

12/11/2005    10:50:44    Tiana Somoza    4611

Above client called in on the teleaid. They were receiving malfunction message stating SRS malfunction drive to workshop. Advised that this is their supplement Restraint system and it verifies operational readiness of the airbag system. Advised the air bag system may or may not be ready to deploy in the event it needed to. advise we strongly recommend having the vehicle towed. Writer advised to the client would be transferring to roadside. Writer spoke to Michele station xM and she took the call and further assisted the client.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1011638 **Cus Ident** 16532726 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 09103 MERCEDES-BENZ OF GREENW GREENWICH CT  
**Last Sell Dlr** 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

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

**Vehicle Information**  
**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J96X [REDACTED]  
**Mileage** 4140 **Prod Date** 1/18/2005 **Warr Date** 5/23/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	12/22/2005 14:50:52	Tiana Somoza	4611

## Summary Notes

12/22/2005 14:50:41 Tiana Somoza 4611

Ms. [REDACTED] called in on the teleaid stating that her SRS indicator lamp was illuminated passenger air bag off. Advised that when the seat is vacant the light will be illuminated and the air bag is off. She then stated that sometimes when people are seated in the passenger seat the light still is illuminated. Advised that she should have it checked as soon as possible at an authorized dealer, further advised that the system is malfunctioning and that it should not do that when the seat is occupied by an adult.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1069392    **Cus Ident** 12264861    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Virginia Beach    VA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 80218    PHILLIPS AUTOMOTIVE INC.    VIRGINIA BEACH VA  
**Last Sell Dlr** 80218    PHILLIPS AUTOMOTIVE INC.    VIRGINIA BEACH VA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J05A [REDACTED]  
**Mileage** 1    **Prod Date** 1/11/2005    **Warr Date** 8/23/2005    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	02/05/2006 13:13:20	Tiana Somoza	4611

## Summary Notes

2/5/2006    13:12:55    Tiana Somoza    4611

Mr. [REDACTED] called in stating that his SRS restraint system light was on stating to visit workshop. writer advised that this means his air bag safety system is malfunctioning and could or could not deploy if it did or did not need to., Advised client that we recommend having the vehicle towed. Writer reiterated to client twice. Client declined he did not wish to have the vehicle towed. He stated he will bring to dealership. Writer advised he should bring as soon as possible.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1084707    **Cus Ident** 26504966    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Suwanee    GA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 17315    ATLANTA CLASSIC CARS, INC.    DULUTH    GA  
**Sell Dlr** 17315    ATLANTA CLASSIC CARS, INC.    DULUTH    GA  
**Last Sell Dlr** 17315    ATLANTA CLASSIC CARS, INC.    DULUTH    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J65A [REDACTED]  
**Mileage** 123123    **Prod Date** 9/15/2004    **Warr Date** 3/10/2005    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	02/16/2006 16:07:18	Tiana Somoza	4611
Roadside	Declined Tow - SRS Light On	02/16/2006 16:19:16	Surya Boonphadung	4661

**Summary Notes**

2/16/2006    16:07:06    Tiana Somoza    4611

Ms. [REDACTED] called in on teleaid.. She had the srs restraint system malfunction. Writer advised that we recommend having the vehicle towed since the safety system is malfunctioning. Client stated she would drive it to the dealer. She did not wish to have the vehicle towed. Advised if she decides to she can dial us back on the wrench button

2/16/2006    16:18:56    Surya Boonphadung    4661

Customer called back same concern as above (incident #16191065). Writer again strongly suggest customer have vehicle towed, for safety reasons. customer again declined, however wanted writer to contact dealer on he behalf to let dealer know she's coming and see if they can have a loaner vehicle for her.

Writer spoke with Richard at dealer 17315, and he states he will make the necessary arrangement with Jeff (customer's service advisor). Writer advised customer same.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1188274    **Cus Ident** 7804552    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Oak Island    NC [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 59229    BOB KING AUTOHAUS    WILMINGTON    NC  
**Last Sell Dlr** 59229    BOB KING AUTOHAUS    WILMINGTON    NC

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J56A [REDACTED]  
**Mileage** 5948    **Prod Date** 8/4/2005    **Warr Date** 9/15/2005    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	04/30/2006 12:20:37	Tiana Somoza	4611

## Summary Notes

4/30/2006    12:20:28    Tiana Somoza    4611

Mr. [REDACTED] called in on teleaid stating that is driver air bag was stating that it was deactivated. Writer advised that this means srs safety restraint air bag system is malfunctioning. Further advised we strongly recommend having the vehicle towed due to the fact that the air bag might or might not deploy whether it did or did not need t Client declined and did not want to have the vehicle towed. Writer advised he then should bring the vehicle to the dealer as soon as possible.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1269748 **Cus Ident** 5525207 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Valley Stream NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55110 SILVER STAR MOTORS LONG ISLAND C NY  
**Last Sell Dlr** 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J26X [REDACTED]  
**Mileage** 12000 **Prod Date** 12/5/2005 **Warr Date** 12/31/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	06/25/2006 14:30:52	Tiana Somoza	4611

**Summary Notes**

6/25/2006 14:30:43 Tiana Somoza 4611

Mr. [REDACTED] called in on teleaid stating that he was getting the srs malfunction drive to workshop. Writer advised that we strongly recommend having the vehicle towed. Writer advised that the airbags could or could not deploy they did or did not need to. Mr. [REDACTED] declined the tow. He stated he would contact the dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1322258 **Cus Ident** 21804427 **Legal** **Note Type** Summary Note  
**Customer** 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** 05146 MERCEDES-BENZ OF BEVERLY BEVERLY HILLS CA

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 2549 **Prod Date** 10/31/2005 **Warr Date** 12/24/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	07/31/2006 10:46:38	Tiana Somoza	4611

**Summary Notes**

7/31/2006 10:46:26 Tiana Somoza 4611

Mr. [REDACTED] called in on teleaid stating that his SRS airbag light was on . Writer advised that the safety restraint system is malfunctioning and the air bags could or could not deploy if they did or did not need to. Writer advised we strongly recommend having the vehicle towed. The client declined the tow and stated he will take to the dealer for service.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1399519 **Cus Ident** 10824029 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 51114 RAY CATENA OF UNION LLC UNION NJ  
**Last Sell Dlr** 51114 RAY CATENA OF UNION LLC UNION NJ

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J96X [REDACTED]  
**Mileage** 1000 **Prod Date** 12/19/2005 **Warr Date** 6/30/2006 **Model** E500W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/22/2006 15:58:09	Tiana Somoza	4611

**Summary Notes**

9/22/2006 15:57:49 Tiana Somoza 4611

srs air bag light on. Writer advised we strongly recommend having the vehicle towed. Client declined , he stated he would like to be connected to his dealer. Prestige Motors in Paramus, NJ.

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

**Note ID** 923916 **Cus Ident** 13904599 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Hobart

IN [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dlr** 25103 NAPLETON S AUTO WERKS OF SCHERERVILLE IN**Sell Dlr** 25103 NAPLETON S AUTO WERKS OF SCHERERVILLE IN**Last Sell Dlr** 25103 NAPLETON S AUTO WERKS OF SCHERERVILLE IN**Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]  
**Mileage** 51 **Prod Date** 3/7/2005 **Warr Date** 8/15/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/01/2005 20:55:20	Janet Sewell	4684
Dealer Sales	Vehicle Delivered Damaged	09/01/2005 20:55:06	Janet Sewell	4684
Vehicle Quality	Frequency of Repairs	09/01/2005 20:55:44	Janet Sewell	4684
	Overall Dissatisfaction with Quality	09/01/2005 20:55:44	Janet Sewell	4684
Service / Repairs	Vehicle To Dealer Within First 90 Days	09/01/2005 20:55:33	Janet Sewell	4684
Survey Inquiries	Inbound Call - No Survey	09/01/2005 20:54:39	Janet Sewell	4684

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/01/2005 22:22:22	Kathleen Durning	4633

**Summary Notes**

9/1/2005 20:54:25 Janet Sewell 4684

Cust called survey dept claiming that as soon as he drove his vehicle out of dlr parking lot on day of purchase, th vehicle displayed SRS malfunctions. Cust claimed that he immediately turned around and brought the vehicle back to the dlr. Cust stated that the vehicle has been in the service dept ever since. Cust stated that he will nev purchase another MB vehicle again. Cust stated that now his vehicle is being ripped apart because the service dept is unable to diagnose vehicle. Cust claims he has already spoke with SM. Cust is very upset and stated th his vehicle is a lemon. Writer assured cust that his concerns would be documented.

Writer forwarded sum note to TL for further review or NTMT.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 950316 **Cus Ident** 28940095 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage** 1 **Prod Date** 4/5/2005 **Warr Date** 6/6/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/08/2005 19:44:50	Dana Brancaccio	7845

**Summary Notes**

11/8/2005 19:44:28 Dana Brancaccio 7845

Customer called in on Teleaid and stated that SRS light was displaying in instrument cluster. Writer suggested that vehicle should be towed, but customer declined.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 991514 **Cus Ident** 26335305 **Legal** **Note Type** Summary Note  
**Customer** Dr. [REDACTED]  
**Address** [REDACTED]

Huntington Beach CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J95A [REDACTED]  
**Mileage** 10000 **Prod Date** 9/17/2004 **Warr Date** 12/26/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/08/2005 17:00:19	Dana Brancaccio	7845

## Summary Notes

12/8/2005 16:59:52 Dana Brancaccio 7845

Customer called in on Teleaid and stated that SRS light displayed. Writer advised to tow vehicle, but customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1197738    **Cus Ident** 35177660    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [Redacted]    [Redacted]    [Redacted]  
**Address** [Redacted]

Marlboro    NJ [Redacted]  
**Phone** [Redacted]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 51126    MERCEDES-BENZ OF FREEHOLD    FREEHOLD    NJ

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [Redacted]    **World Vin:** WDBUF87J06X [Redacted]  
**Mileage** 1    **Prod Date** 3/2/2006    **Warr Date** 4/22/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/06/2006 12:06:50	Dana Brancaccio	7845

**Summary Notes**

5/6/2006    12:06:39    Dana Brancaccio    7845

Customer dialed in on Teleaid stating that SRS light was displaying. Writer advised there may be a malfunction with the system, therefore we recommend that vehicle is towed. Customer declined the tow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1266341   **Cus Ident** 26429122   **Legal**   **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Las Vegas   NV [REDACTED]  
**Phone** [REDACTED]   **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05619   SMYTHE EUROPEAN, INC.   SAN JOSE   CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]      **World Vin:** WDDDJ75X46A [REDACTED]  
**Mileage** 1947   **Prod Date** 2/18/2005   **Warr Date** 4/9/2005   **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/22/2006 16:23:27	Dana Brancaccio	7845

## Summary Notes

6/22/2006   16:23:19   Dana Brancaccio   7845

Customer called via Teleaid and stated that the SRS light was displaying. Writer advised to tow vehicle, customer declined. Customer stated that he would drive vehicle to Smythe European in San Jose, CA.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1341355    **Cus Ident** 30931085    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Severna Park    MD [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 34107    MERCEDES-BENZ OF ANNAPOI    ANNAPOLIS    MD  
**Last Sell Dlr** 34107    MERCEDES-BENZ OF ANNAPOI    ANNAPOLIS    MD

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J96A [REDACTED]  
**Mileage**    1    **Prod Date** 5/8/2006    **Warr Date** 7/21/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/12/2006 14:24:25	Dana Brancaccio	7845

## Summary Notes

8/12/2006    14:24:18    Dana Brancaccio    7845

Customer called via Teleaid and stated that the SRS light was displaying. Writer advised to tow vehicle. Customer declined tow.

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1381428 **Cus Ident** 26653999 **Legal** **Note Type** Summary Note  
**Customer** Mr. [Redacted]  
**Address** [Redacted]

Fairfield NJ [Redacted]  
**Phone** [Redacted] **Phone Location** Residence  
**Assign Dlr**

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

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

**Vehicle Information**  
**DBAG Vin** 2110761A [Redacted] **World Vin:** WDBUF76J15A [Redacted]  
**Mileage** 7602 **Prod Date** 7/22/2004 **Warr Date** 8/20/2004 **Model** E55 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/09/2006 16:10:40	Dana Brancaccio	7845

### Summary Notes

9/9/2006 16:10:26 Dana Brancaccio 7845

Customer called via Teleaid and stated that the SRS light came on. Writer advised to tow vehicle. Customer declined tow and stated that he would bring to dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1496991 **Cus Ident** 22248911 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Valley Village CA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05721 W. I. SIMONSON, INC. SANTA MONICA CA  
**Last Sell Dlr** 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]  
**Mileage** 35000 **Prod Date** 3/30/2005 **Warr Date** 5/6/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/02/2006 13:59:35	Dana Brancaccio	7845

**Summary Notes**

12/2/2006 13:59:22 Dana Brancaccio 7845  
 Customer called and stated that the SRS light was displaying. Writer offered a tow, which customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1497147    **Cus Ident** 13030227    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 39468    **Prod Date** 2/23/2005    **Warr Date** 5/16/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/02/2006 15:36:27	Dana Brancaccio	7845

**Summary Notes**

12/2/2006    15:36:15    Dana Brancaccio    7845

Customer called on Teleaid and stated that SRS "visit workshop," was displaying. Writer advised to tow vehicle. Customer declined at present time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1607702 **Cus Ident** 30017834 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 65101 MERCEDES-BENZ OF OKLAHOMA OKLAHOMA CIT OK  
**Last Sell Dlr** 65101 MERCEDES-BENZ OF OKLAHOMA OKLAHOMA CIT OK

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

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]  
**Mileage** 67000 **Prod Date** 2/3/2006 **Warr Date** 5/29/2006 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/14/2007 20:36:33	Dana Brancaccio	7845

## Summary Notes

2/14/2007 20:36:00 Dana Brancaccio 7845

Customer called on teleaid stating that SRS light was displaying. Writer advised to tow vehicle. Customer declined tow and stated she would take to dealer.



# Summary Note Information

Mercedes Benz of U.S.A

Note ID 1621103 Cus Ident 18864081 Legal Note Type Summary Note  
Customer Mr. [Redacted]  
Address [Redacted]

Great Falls

VA [Redacted]

Phone [Redacted]

Phone Location Residence

Assign Dlr

Sell Dlr 80215

MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dlr 80215

MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind:

Amount

## Vehicle Information

DBAG Vin 2110871X [Redacted]

World Vin: WDBUF87J96X [Redacted]

Mileage 26276 Prod Date 1/20/2005 Warr Date 5/14/2005 Model E350W4 2006

## General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/22/2007 14:50:59	Dana Brancaccio	7845

## Summary Notes

2/22/2007 14:50:49 Dana Brancaccio 7845

Customer called in on Teleaid and stated that SRS light was displaying. Writer advised to tow vehicle. Customer declined tow, and stated that he may tow later.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1842845 **Cus Ident** 30660394 **Legal**  
**Customer** Mrs. [Redacted] [Redacted]  
**Address** [Redacted]

Missouri City TX [Redacted]  
**Phone** [Redacted] Home **Phone Location** Residence  
**Assign Dlr**

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

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2193751A [Redacted] **World Vin:** WDDDJ75X56A [Redacted]  
**Mileage** 19455 **Prod Date** 3/31/2005 **Warr Date** 5/4/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/21/2007 10:48:10	Dana Brancaccio	7845

## Summary Notes

7/21/2007 10:47:41 Dana Brancaccio 7845

Customer called via Teleaid and advised that the SRS light is on in vehicle. Writer advised to tow vehicle. Customer declined and stated that she will take to dealer on Monday.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1893997    **Cus Ident** 40192811    **Legal**    **Note Type** Summary Note  
**Customer** Dr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Saint Louis    MC [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 45102    PLAZA MOTOR COMPANY    CREVE COEUR MO  
**Last Sell Dlr** 45102    PLAZA MOTOR COMPANY    CREVE COEUR MO

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J95X [REDACTED]  
**Mileage** 14375    **Prod Date** 1/19/2005    **Warr Date** 2/28/2005    **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/15/2007 16:50:22	Dana Brancaccio	7845

**Summary Notes**

8/15/2007    16:50:09    Dana Brancaccio    7845

Customer stated that SRS light was displaying. Writer advised to tow vehicle to dealer. Customer declined tow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2072362    **Cus Ident** 31240849    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 09103    MERCEDES-BENZ OF GREENW    GREENWICH    CT

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J66X [REDACTED]  
**Mileage** 18797    **Prod Date** 2/21/2006    **Warr Date** 3/30/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/29/2007 14:49:33	Dana Brancaccio	7845

## Summary Notes

12/29/2007    14:49:26    Dana Brancaccio    7845

Customer called and stated that the SRS light came on. Writer advised to tow; customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2806072    **Cus Ident** 15829642    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

Glenn Dale    MD [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 41802    **Prod Date** 4/26/2005    **Warr Date** 7/23/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/24/2008 18:14:38	Dana Brancaccio	7845

**Summary Notes**

9/24/2008    18:14:32    Dana Brancaccio    7845  
 Primary Phone: [REDACTED]  
 Current Mileage: 41802  
 Dealer(s) involved: N/A

Situation: Mr. [REDACTED] called via Teleaid and advised that there is a message in display " Restraint system malfunction, drive to workshop." Customer claims that his friend put in a car seat in the backseat. He wasn't sur if that message regarded the car seat that was put in.

Action Taken: Writer advised that we recommend that vehicle is towed to dealer, since there could be a possible malfunction with the airbags. Writer explained to customer that we cannot determine if the car seat is causing the message to display, therefore should be taken to dealer. Customer declined tow at present time.

9/24/2008    18:14:33    Dana Brancaccio    7845  
 No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2808398    **Cus Ident** 6626248    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 01316    CROWN AUTOMOBILE CO. INC. HOOVER    AL  
**Last Sell Dlr** 01316    CROWN AUTOMOBILE CO. INC. HOOVER    AL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J56A [REDACTED]  
**Mileage** 39821    **Prod Date** 9/12/2005    **Warr Date** 12/7/2005    **Model** E500W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/26/2008 15:13:29	Dana Brancaccio	7845

**Summary Notes**

9/26/2008    15:13:21    Dana Brancaccio    7845  
 Primary Phone: [REDACTED]  
 Current Mileage: 39821  
 Dealer(s) involved: N/A

Situation: Mr. Braswell called via Teleaid and advised that the "SRS malfunction, visit workshop" is in display.

Action Taken: Writer advised customer that we recommended to tow vehicle. Customer declined, and advised that he will take vehicle to dealer next week.

9/26/2008    15:13:22    Dana Brancaccio    7845  
 No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3412673    **Cus Ident** 29185078    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Cheektowaga    NY [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 55201    MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY  
**Sell Dlr** 55201    MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY  
**Last Sell Dlr** 55201    MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 18000    **Prod Date** 8/1/2005    **Warr Date** 8/31/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	12/08/2009 14:35:30	Patricia Rosado	7837
Tele Aid	Inbound/Outbound Tele-Aid Call	10/19/2009 16:30:18	Dana Brancaccio	7845
Roadside	Jump Start	10/19/2009 16:11:25	Dana Brancaccio	7845
Warranty	Post Warranty Consideration Request	12/08/2009 14:35:20	Patricia Rosado	7837
Advocating for Customer	Customer declined C1A	12/08/2009 14:35:41	Patricia Rosado	7837

**Summary Notes**

10/19/2009 16:11:25 Dana Brancaccio 7845  
 Roadside - Jump Start [See Roadside Ticket ID: 4138838]  
 10/19/2009 16:30:19 Dana Brancaccio 7845  
 Dispo Code - 2056 Other  
 jumpstart  
 10/19/2009 17:36:54 Omar Guerra 6230  
 Dispo Code - 1034 Client Assistance  
 Client Assistance  
 10/19/2009 17:58:25 Robin Hoey 4617  
 Dispo Code - 2056 Other  
 RAP CALL # 5014028

## Summary Notes

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12/8/2009

14:35:07

Patricia Rosado

7837

Please see SN# [REDACTED]

Mr. [REDACTED] sent letter to MBUSA and to Daimler. Letter was forwarded from Daimler to us for handling. Customer states he purchased this vehicle in 2005 as a new 06 model. States they've experienced issues from the beginning such as the oil cap missing and oil spilling onto his garage floor. Now the most recent states he only has 18,000 miles on the vehicle experienced repeated difficulties. States he utilized the tele-aid button for assistance with the vehicle not starting. States same thing happened one day later, the dealer ended up replacing the battery. States then his wife took a road trip about 70 miles away. States vehicle performed fine on the way there, however, on the way home they IC had a message indicating SRS Restraint System Malfunction. States they ended up having the vehicle towed to Buffalo as the dealer was unable to assist because they were too far from them.

States it took four days for the dealer to repair the vehicle and defective part. States his wife had to have a family member come and get them 70 miles away to bring them home as they weren't offered a loaner vehicle. States the warranty just expired one month prior.

States he called headquarters spoke with the President who advised that his complaint was baseless as he received a discount from the dealer and the rest of the amount his expense.

States at least he should have received a loaner and an apology.

Customer would like our comments on this letter.

Customer attached invoice - states dealer replaced EIS and recoded. Customer also attached tow bill \$ 351.86.

Writer phoned SrvM (Mike Hopkins). He advised that he provided a discount to the customer, unfortunately nothing further can be done. Advised that he and the dealer owner spoke with the customer as the customer was seeking an explanation as to why the part failed. Advised that they are unable to provide what the customer is seeking as the EIS is an electrical component and unable to determine when a part will fail.

Writer phoned Mr. [REDACTED] and sincerely apologized for dissatisfaction and any inconvenience. Customer stated he's looking for an explanation as to why he needed these repairs. Writer respectfully advised that our SrvM and the owner have spoken to him regarding the recent repair. Unfortunately because the EIS is an electrical component they are unable to advise why the part failed.

Customer stated this is not good enough for him.

Writer sincerely apologized and advised that we can not guarantee that a part will last forever. However, for his inconvenience, I asked if there was something we can do to make him happy. Customer stated he didn't want anything at all. Stated the point is that the battery failed twice and then the third time it was out of warranty and the dealer replaced the EIS and wants to know why.

Writer sincerely apologized and advised that we are unable to provide an explanation as we can not guarantee that a part will never need replacement or that a part last forever.

Writer advised that his dissatisfaction would be duly noted and shared accordingly. Customer stated he's seek legal action.

Writer thanked customer for his time and advised his feelings would be noted.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3549734    **Cus Ident** 37466957    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 75565    MERCEDES-BENZ OF SAN ANT    SAN ANTONIO TX

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J16A [REDACTED]  
**Mileage** 103050    **Prod Date** 4/24/2006    **Warr Date** 7/22/2006    **Model** E320CD 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	01/19/2010 15:44:19	Dana Brancaccio	7845
Customer File Maintenanc	Vehicle Relationship Update	01/19/2010 15:44:25	Dana Brancaccio	7845

## Summary Notes

1/19/2010 15:44:11 Dana Brancaccio 7845

What did the customer say? Ms. [REDACTED] called to update vehicle relationship. Customer was also inquiring about "SRS light" in display.

What was your response? Writer updated Fastracc accordingly. Writer offered a tow to customer; customer declined. Writer advised that vehicle will need to be taken to MB dealer for further inspection, regarding SRS light

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

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

Customer's preferred callback number:

1/19/2010 15:44:26 Dana Brancaccio 7845

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 881361    **Cus Ident** 26331824    **Legal**    **Note Type** Roadside Assistance  
**Customer Ms** [REDACTED]    [REDACTED]  
**Address**

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 75540    ED HICKS IMPORTS, LTD.    CORPUS CHRIS TX  
**Last Sell Dlr** 75540    ED HICKS IMPORTS, LTD.    CORPUS CHRIS TX  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J35A [REDACTED]  
**Mileage** 2656    **Prod Date** 11/18/2004    **Warr Date** 12/22/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	05/15/2005 17:10:23	Mark Sluscavage	6234

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/15/2005 17:10:16	Mark Sluscavage	6234

## Summary Notes

5/15/2005    17:10:04    Mark Sluscavage    6234  
 SRS Light on CUSTOMER DECLINED TOW AT THIS TIME

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 884692 **Cus Ident** 27323705 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Charlotte NC [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 72100 CARLTON MOTORCARS, INC. GREENVILLE SC  
**Sell Dlr** 59301 SKYLAND AUTOMOTIVE, INC. ASHEVILLE NC

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X76A [REDACTED]  
**Mileage** 1100 **Prod Date** 3/22/2005 **Warr Date** 4/25/2005 **Model** CLS500( 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	05/23/2005 17:23:10	Mark Sluscavage	6234

**Summary Notes**

5/23/2005 17:22:31 Mark Sluscavage 6234

Mr. [REDACTED] phoned the CAC for RAP because the SRS light on his vehicle came on.

Customer was about 90 miles south of Carlton Motorcars. CCAS arranged a tow, customer will have to pay up front for tow. Customer was concerned about alt. trans. Writer provided a local Enterprise number for customer.

Writer advised customer to speak with the Service Manager at Carlton Motorcars and to submit receipts to the dealer.

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

**Note ID** 900728 **Cus Ident** 11551470 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Woodland Hills CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 05703 AUTO STIEGLER, INC. ENCINO CA  
**Sell Dir** 05703 AUTO STIEGLER, INC. ENCINO CA

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

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 7800 **Prod Date** 8/9/2004 **Warr Date** 11/18/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	07/06/2005 21:41:42	Mark Sluscavage	6234
	Overall Dissatisfaction with Quality	07/06/2005 21:41:42	Mark Sluscavage	6234

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/06/2005 21:41:45	Mark Sluscavage	6234

**Summary Notes**

7/6/2005 21:41:35 Mark Sluscavage 6234

Ms. [REDACTED] phoned the CAC alleging "Auto Stiegler just informed me MBUSA is buying back this car due to all of the SRS issues it has had."

Customer claims "since we have owned this car it has given us many, many headaches and I have felt so unsafe driving my grandchildren around in it and due to this SRS issue, it stopped us from going on vacation a few times

Customer claims "because of all the suffering and headaches this has caused us, I would like MBUSA to assist me with the purchase of a new Mercedes-Benz."

Writer advised customer her concerns will be documented.

Customer claimed "I just want a record of this phone call."

Writer advised customer her call would be documented.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 933519 **Cus Ident** 6229406 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Thousand Oaks CA [REDACTED]

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

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 2800 **Prod Date** 6/20/2005 **Warr Date** 8/7/2005 **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/28/2005 16:25:42	Mark Sluscavage	6234
	Declined Tow - SRS Light On	09/28/2005 16:25:42	Mark Sluscavage	6234

**Summary Notes**

9/28/2005 16:25:28 Mark Sluscavage 6234

Mr. [REDACTED] phoned the CAC via teleaid claiming the SRS light came on.

Writer strongly advised customer to have the vehicle towed. Customer declined tow claiming he "is too far away, and cannot wait along the side of the road for a tow truck."

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 959844    **Cus Ident** 28464479    **Legal**    **Note Type** Summary Note  
**Customer Ms.** [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Chicago    IL [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 22111    MERCEDES-BENZ OF ORLAND    ORLAND PARK    IL  
**Sell Dlr** 22111    MERCEDES-BENZ OF ORLAND    ORLAND PARK    IL  
**Last Sell Dlr** 22111    MERCEDES-BENZ OF ORLAND    ORLAND PARK    IL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J55A [REDACTED]  
**Mileage**    0    **Prod Date** 6/30/2004    **Warr Date** 5/28/2005    **Model** E500W    2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/15/2005 16:57:33	Mark Sluscavage	6234

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/15/2005 16:57:24	Mark Sluscavage	6234

### Summary Notes

11/15/2005    16:57:11    Mark Sluscavage    6234

Ms. [REDACTED] phoned the CAC via teleaid, claiming the SRS light came on.

Writer strongly advised customer to have the vehicle towed to the dealer.

Customer claimed she didn't have time, and would call back later.

11/17/2005    15:50:51    James Blasie    4620

Tom Jurewicz - service manager at 22111 called in he requested notes be entered: he left messages for customer on 11/16 & 11/17 - with request for call back; no return call as yet.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1161593    **Cus Ident** 21739222    **Legal**    **Note Type** Summary Note  
**Customer Mr.** [REDACTED]    [REDACTED]    [REDACTED]  
**Address**

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X86A [REDACTED]  
**Mileage** 800    **Prod Date** 12/17/2005    **Warr Date** 3/24/2006    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	04/11/2006 20:38:28	Mark Sluscavage	6234

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/11/2006 20:38:33	Mark Sluscavage	6234

## Summary Notes

4/11/2006    20:38:18    Mark Sluscavage    6234

Mr. [REDACTED] phoned the CAC claiming, "My CLS is at the dealer because of what I believe is a defective reoccurring problem of the wiring harness that sets the SRS light off."

Customer claimed, "I had a 2006 E350 that had this exact same issue twice. I traded it in for this CLS and now, : 800 miles, this car had the same problem. How do I know this is not going to keep happening over and over aga and what happens to me if it does?"

Writer advised customer MBUSA has confidence that the dealership will resolve issues such as this and that if he has further concerns about a reoccurring issue, or if the issue does come back, customer should address his concerns with the service manager, who may request technical assistance if needed.

Customer claimed , "I am not dissatisfied with the car or the dealership, but I want you to document that both of these cars have had the exact same problem."

Writer advised customer his comments will be noted.

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

**Note ID** 944949 **Cus Ident** 9262997 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

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

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

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J75A [REDACTED]  
**Mileage** 6263 **Prod Date** 10/14/2004 **Warr Date** 5/30/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Vehicle Quality</b>	Frequency of Repairs	10/29/2005 12:47:28	Elisa Newman	7852
	Overall Dissatisfaction with Quality	10/29/2005 12:47:28	Elisa Newman	7852
<b>Survey Inquiries</b>	Inbound Call - No Survey	10/29/2005 12:47:37	Elisa Newman	7852

**Summary Notes**

10/29/2005 12:47:18 Elisa Newman 7852

Customer phoned in and stated that he is very dissatisfied with vehicle. Customer alleges that SRS light was on previously and vehicle was brought in for repair. Customer now alleges that the navi system is not working. Writer advised customer to bring back to dealer to take a look at. Writer advised that I would document his concerns.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1116434    **Cus Ident** 5475332    **Legal**    **Note Type** Summary Note  
**Customer** Mr ██████  
**Address** ██████

Beaverton                  OR ██████  
**Phone** ██████                  **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 66105                  MERCEDES-BENZ OF WILSONV WILSONVILLE    OR

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A ██████                  **World Vin:** WDDDJ75X86A ██████  
**Mileage** 5105    **Prod Date** 3/9/2005    **Warr Date** 4/28/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/11/2006 11:12:27	Elisa Newman	7852

## Summary Notes

3/11/2006    11:11:51    Elisa Newman    7852

Customer phoned in on Teleaid and stated that his SRS light was on. Writer advised customer not to drive and we would tow. Customer declined tow and stated that this is the second time it happened and will bring back to dealer again.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2032941 **Cus Ident** 32064359 **Legal** **Note Type** Summary Note  
**Customer** Ms. [Redacted]  
**Address** [Redacted]

White Plains NY [Redacted]  
**Phone** [Redacted] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55116 MERCEDES-BENZ OF LARCHM LARCHMONT NY  
**Last Sell Dlr** 55116 MERCEDES-BENZ OF LARCHM LARCHMONT NY

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

**Vehicle Information**

**DBAG Vin** 2112821X [Redacted] **World Vin:** WDBUH82J35X [Redacted]  
**Mileage** 42141 **Prod Date** 6/30/2004 **Warr Date** 7/26/2005 **Model** E320S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/30/2007 14:34:50	Elisa Newman	7852

**Summary Notes**

11/30/2007 14:34:40 Elisa Newman 7852  
 SRS malfunction...customer declined to

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 937159 **Cus Ident** 26527497 **Legal** **Note Type** Roadside Assistance  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80127 BROWN EUROPEAN IMPORTS CHARLOTTE SV VA  
**Last Sell Dlr** 80127 BROWN EUROPEAN IMPORTS CHARLOTTE SV VA

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J05X [REDACTED]  
**Mileage** 1534 **Prod Date** 11/29/2004 **Warr Date** 3/19/2005 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	10/07/2005 11:02:19	Angela Londono	7851
	Declined Tow - SRS Light On	10/07/2005 11:02:32	Angela Londono	7851



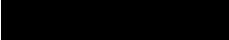
**Summary Notes**

10/7/2005 11:01:52 Angela Londono 7851

Teleaid - SRS light - refused tow. Customer was driving in a rainstorm and writer advised customer that MBUSA does not recommend vehicle be driven while SRS light is on this may effect the function of the seatbelts/airbags. Customer refused tow and asked writer to locate nearest dealer. Writer advised customer that this would be documented.

# Summary Note Information

Mercedes Benz of U.S.A


**Note ID** 1483520 **Cus Ident** 26649902 **Legal** **Note Type** Roadside Assista  
**Customer**    
**Address** 

Skokie IL   
**Phone**  **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL  
**Last Sell Dlr** 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

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

**Vehicle Information**

**DBAG Vin** 2110871X  **World Vin:** WDBUF87J56X   
**Mileage** 11000 **Prod Date** 2/14/2005 **Warr Date** 4/15/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/22/2006 19:02:31	Angela Londono	7851

**Summary Notes**

11/22/2006 19:02:24 Angela Londono 7851  
 SRS light - Writer advised customer of tow. Customer declined tow and will drive to dealer

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1773208 **Cus Ident** 22376594 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193761A [REDACTED] **World Vin:** WDDDJ76X76A [REDACTED]  
**Mileage** 11021 **Prod Date** 12/13/2005 **Warr Date** 1/13/2006 **Model** CLS55 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/27/2007 10:48:05	Angela Londono	7851

**Summary Notes**

5/27/2007 10:47:57 Angela Londono 7851  
 SRS light - Customer declined tow

### Summary Note Information

#### Mercedes Benz of U.S.A

**Note ID** 1795542    **Cus Ident** 410068    **Legal**  
**Note Type** Roadside Assista  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 56113    MERCEDES-BENZ MANHATTAN    NEW YORK    NY  
**Last Sell Dlr** 36100    FLAGSHIP MOTORCARS    LYNNFIELD    MA

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]                      **World Vin:** WDBUF87J26X [REDACTED]

**Mileage** 10363    **Prod Date** 11/11/2005    **Warr Date** 12/22/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/14/2007 09:40:36	Angela Londono	7851

### Summary Notes

6/14/2007    09:40:14    Angela Londono    7851  
 SRS light, customer refused tow and will drive to dealer

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 909763 **Cus Ident** 21162863 **Legal** **Note Type** Summary Note  
**Customer Ms.** [REDACTED]  
**Address** [REDACTED]

San Jose CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05636 CLARIDGE S LTD. FREMONT CA  
**Sell Dlr** 05636 CLARIDGE S LTD. FREMONT CA  
**Last Sell Dlr** 05157 FLETCHER JONES MOTORCAR FREMONT CA

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]  
**Mileage** 2749 **Prod Date** 11/3/2004 **Warr Date** 2/19/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Service</b>	Personnel Issues or Complaints	07/28/2005 12:52:51	michelle gallego	7854
	Repeat Visit for Same Issue	07/28/2005 12:52:51	michelle gallego	7854
<b>Survey Inquiries</b>	Inbound Call - No Survey	07/28/2005 12:52:56	michelle gallego	7854

**Summary Notes**

7/28/2005 12:52:37 michelle gallego 7854

Customer called CAC about an issue with her vehicle and SES survey. Customer stated she is filling out the SES survey and she wanted to inform us about some issue she is having with the vehicle. Customer stated she brought the vehicle in for service cause the check engine light was on. Customer stated dealership(05636) fixed the issue and 2 weeks later the light came back on again. Customer stated she brought it back to the dealership and they had to replace the part. Customer stated the seatbelt light came on and the alignment had to be fixed. Customer stated dealership replaced the tire due to the alignment. Customer stated now her SRS light is on and the seat vibrates while she drives. Customer states she know that everything is covered under warranty, however this is her first bad experience with MB and now she is thinking next time she won't lease another MB again. Customer claims her vehicle is defected. Writer asked customer if the SRS light is still on. Customer stated yes and she hasn't had time to bring the vehicle in. Customer stated she has been driving the vehicle for a week now with the SRS light on. Writer advised customer about the issue with the SRS light being on and advised her to have the vehicle towed to the dealership. Customer claims dealership advised her about the issue with the SRS light also, however she hasn't had time. Customer stated she is going to call the dealership now about the issue. Writer also advised customer to speak to the service manger about the issue.

Customer stated " The service at the dealership is excellent. They have been trying to fix my vehicle , however th vehicle must be a defect. " Customer stated she wanted to call to inform us that she is very happy with the dealership. Customer had 2 suggestions about the survey. Customer stated there should be a question about problems with your vehicle and a questions about vehicle going in for repeat malfunctions.

Writer apologized to customer about her issue with the vehicle. Writer advised customer her comments will be documented. Writer thanked customer for giving us feedback on the survey. Writer advised customer to call the dealership about the SRS light. Customer stated she will soon. Customer also stated she will send in the survey too.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 916653    **Cus Ident** 6021280    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL  
**Last Sell Dlr** 14147    MERCEDES-BENZ OF CUTLER | CUTLER BAY    FL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J26A [REDACTED]  
**Mileage** 1    **Prod Date** 3/17/2005    **Warr Date** 6/22/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	08/15/2005 17:37:22	michelle gallego	7854

## Summary Notes

8/15/2005    17:37:16    michelle gallego    7854

Customer called through tele-aid about her SRS light being on. Writer advised customer it is unsafe to drive the vehicle since it is a malfunction. Writer advised customer to have her vehicle tow to the dealership for safety reasons. Customer stated she will call the dealership since she is only 30 mins away.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 990265 **Cus Ident** 9028454 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Villa Park CA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA  
**Sell Dlr** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA  
**Last Sell Dlr** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J16A [REDACTED]  
**Mileage** 4800 **Prod Date** 6/16/2005 **Warr Date** 8/16/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	12/07/2005 20:12:59	Mariano Carbajal	7855
Dealer Parts	Part(s) on Backorder	12/07/2005 20:12:39	Mariano Carbajal	7855
Service / Repairs	Lack of Parts	12/07/2005 20:12:39	Mariano Carbajal	7855

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	12/07/2005 20:12:08	Mariano Carbajal	7855

## Summary Notes

12/7/2005 20:12:03 Jose M Carbajal 7855

Customer called the CAC with concerns about his 2006 E350. Customer claims vehicle has been to Caliber Motors 3 or 4 times for SRS issues. Customer claims vehicle is now at the dealership and is concerned that issue may persist once it comes out. Customer claims dealer has ordered a part from Germany "Airbag steering wheel connector" which is not due until December 21st. Customer is inquiring if part could be expedited to dealership sooner.

Writer apologized for delay and advised concern will be documented and forwarded for possible rush delivery of part

12/8/2005 10:15:19 Robyn Letz 6209

Parts from Germany are 7-10 days, cannot be expedited.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1274934    **Cus Ident** 46922919    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Redmond    WA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 84615    MERCEDES-BENZ OF BELLEVU BELLEVUE    WA  
**Sell Dlr** 84615    MERCEDES-BENZ OF BELLEVU BELLEVUE    WA  
**Last Sell Dlr** 84104    MERCEDES-BENZ OF LYNNWO LYNNWOOD    WA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED]    **World Vin:** WDBUF26J35A [REDACTED]  
**Mileage** 20815    **Prod Date** 6/1/2004    **Warr Date** 10/28/2004    **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Overall Dissatisfaction with Parts Dept.	06/28/2006 17:21:27	Mariano Carbajal	7855
MBUSA	Customer Dissatisfied With MBUSA	06/28/2006 17:21:27	Mariano Carbajal	7855

## Summary Notes

6/28/2006    17:20:51    Jose M Carbajal    7855

Customer called the CAC to express his dissatisfaction with his E320CDI experience.

Customer claims he has experienced problems which include "SRS light, oil leaks, brake recalls, diesel leak, coolant leak, Check engine light/ glow plug."

Customer believes "MBUSA is not taking care of their customer as they should because the glow plug could not be found anywhere , they were all in NJ, but the dealer will get one for me by tomorrow, I just want to express my dissatisfaction at the moment."

Writer advised concern will be documented and forwarded.

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

**Note ID** 1474671 **Cus Ident** 34946217 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Glendale

CA [REDACTED]

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

Residence

**Assign Dlr** 05139

RUSNAK/ARCADIA

PASADENA CA

**Sell Dlr** 05737

DOWNTOWN L. A. MOTORS

LOS ANGELES CA

**Last Sell Dlr** 05737

DOWNTOWN L. A. MOTORS

LOS ANGELES CA

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2193751A [REDACTED]**World Vin:** WDDDJ75X46A [REDACTED]**Mileage** 26000 **Prod Date** 7/25/2005 **Warr Date** 9/13/2005 **Model** CLS500i 2006**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	11/16/2006 15:21:27	Mariano Carbajal	7855

**Summary Notes**

11/16/2006 15:21:18 Jose M Carbajal 7855

\*\*\*\*refer to Referral #196427\*\*\*\*

Customer called the CAC claiming MB has agreed to buy his vehicle back but paperwork will take about 3 weeks to process. Customer claims "the dealership has taken the rental car back and told me my car is drivable, but this car still has the SRS light on, this is dangerous."

Writer advised MB warranty does not provide free loaner car service under its terms, alternate transportation is specifically up to the dealership's decision to provide. Writer advised customer vehicle should be taken back to the dealership and left there. Writer offered tow but advised charges may apply because it was the customer's decision to pick up the vehicle from the dealership.

Customer not happy with response ended call with "either you call the dealership and tell them to give me a rental or I will continue to drive this car and you better hope nothing happens to me."

Writer advised it is the customer's responsibility and choice at this point.

Writer advised concern will be documented and shared with parties involved.

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

**Note ID** 1630167 **Cus Ident** 27492794 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Merrick NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY  
**Sell Dlr** 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA  
**Last Sell Dlr**

**Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65JX5A [REDACTED]  
**Mileage** 59000 **Prod Date** 6/16/2004 **Warr Date** 8/21/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/23/2007 16:35:33	Mariano Carbajal	7855
Supplier or 3rd Party Issu	Independent Facility Complaint / Issue	02/23/2007 16:35:44	Mariano Carbajal	7855

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/23/2007 16:35:28	Mariano Carbajal	7855

**Summary Notes**

2/23/2007 16:35:21 Jose M Carbajal 7855

Customer called the CAC with concerns about his 2005 E320.

Customer claims he bought vehicle from an independent dealership that sells "buyback vehicles." Customer claims vehicle is experiencing an SRS light which he believes is the reason vehicle was bought back in the first place.

Writer offered a tow due to the SRS light, customer declined. Writer advised vehicle is out of warranty and post warranty assistance is reviewed on a case by case basis by the dealership management team. Writer advised concern will be documented and shared with the parties involved.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1248887    **Cus Ident** 29453913    **Legal**    **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Monte Sereno    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA  
**Last Sell Dlr** 05137    BESHOFF MOTORCARS    SAN JOSE    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J86A [REDACTED]  
**Mileage** 6539    **Prod Date** 7/20/2005    **Warr Date** 9/30/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/10/2006 14:54:54	Ludena Alejeandra	7860

**Summary Notes**

6/10/2006    14:54:44    Ludena Alejeandra    7860

cust called on Teleaid stating that SRS indicator light had come on in red on her display. Writer stated to cust tha vehicle was unsafe to drive and recomend that driver do not continue driving and recommend vehicle be towed. Caller declined tow and did not want to be transferred to rdsd or further assistance. Writer also made customer aware that tow decline would be noted on file.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1390542    **Cus Ident** 24391963    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 51118                      GLOBE MOTOR CAR CO.                      FAIRFIELD                      NJ  
**Last Sell Dlr** 67207                      MERCEDES-BENZ OF LANCAST                      LANCASTER                      PA

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

### Vehicle Information

**DBAG Vin** 2110871X [REDACTED]                      **World Vin:** WDBUF87J46X [REDACTED]  
**Mileage** 2601    **Prod Date** 5/9/2006    **Warr Date** 6/13/2006    **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/16/2006 10:36:04	Ludena Alejeandra	7860

### Summary Notes

9/16/2006    10:35:53    Ludena Alejeandra    7860

cust called via teleaid stating that SRS light was on, writer stated that vehicle was not safe to drive and recommend that vehicle should be towed. Cust stated he wntd to contact the dealer first about a loaner car, and would call back.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1406515    **Cus Ident** 15690547    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Jersey City    NJ [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05737    DOWNTOWN L. A. MOTORS    LOS ANGELES    CA  
**Last Sell Dlr** 05737    DOWNTOWN L. A. MOTORS    LOS ANGELES    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J15A [REDACTED]  
**Mileage** 19727    **Prod Date** 8/9/2004    **Warr Date** 9/26/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/27/2006 22:38:11	Ludena Alejeandra	7860

## Summary Notes

9/27/2006    22:38:02    Ludena Alejeandra    7860

cust called on teleaid stating that SRS light was on. writer stated that Mb recommend the cust doe not cont. driving and towing the vehicle immediately.. writer stated vehicle is snot safe to continue driving, cust declined to and will call tomorrow.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3166201    **Cus Ident** 26502379    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Monsey    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** 2193751A [REDACTED]    **World Vin:** WDDDJ75X26A [REDACTED]  
**Mileage** 28589    **Prod Date** 1/28/2005    **Warr Date** 2/28/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	05/19/2009 17:37:30	Ludena Alejeandra	7860

**Summary Notes**

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5/19/2009    17:37:19    Ludena Alejeandra    7860  
writer rec securing service and advised cust vehicle not safe to drive.. advised the possibilities of airbag deploying.. cust declined towing stating he will drive the car in tomorrow.. writer advised cust to drive cautiously.  
5/19/2009    17:37:33    Ludena Alejeandra    7860  
No Escalation Required



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3196385    **Cus Ident** 26574148    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Lake Elsinore    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05759    MERCEDES-BENZ OF ANAHEIM ANAHEIM    CA  
**Last Sell Dlr** 05759    MERCEDES-BENZ OF ANAHEIM ANAHEIM    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 58784    **Prod Date** 2/3/2005    **Warr Date** 4/3/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	06/09/2009 22:17:07	Ludena Alejeandra	7860

## Summary Notes

6/9/2009    22:16:59    Ludena Alejeandra    7860

Primary Phone: [REDACTED]  
 Current Mileage: 58784  
 Dealer(s) involved: N/A

Situation:    SRS indicator light on.

Action Taken:    Writer advised vehicle should be towed. Airbags cld possibly deploy while driving. Cust declined towing stating she was already heading to the dealership to drop it off.

6/9/2009    22:17:10    Ludena Alejeandra    7860

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 887977 **Cus Ident** 2300838 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED] **World Vin:** WDBUF83J35X [REDACTED]  
**Mileage** 1 **Prod Date** 11/23/2004 **Warr Date** 3/22/2005 **Model** E500W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	06/01/2005 16:37:19	Kenneth Nutter	7857

## Summary Notes

6/1/2005 16:37:01 Kenneth Nutter 7857

Customer called in on Tele Aid claiming his SRS light is illuminated on his instrument cluster since yesterday 5/31/05. Writer strongly recommended to customer to pull over, turn vehicle off and allow roadside assistance to arrange a tow to his local authorized dealership. Customer declined tow , advised he would "risk it, I am only 15 minutes from home."

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 906580 **Cus Ident** 5823569 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Jackson MS [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 14342 CENTENNIAL IMPORTS INC. PENSACOLA FL  
**Sell Dlr** 44101 MERCEDES-BENZ OF JACKSON JACKSON MS  
**Last Sell Dlr** 44101 MERCEDES-BENZ OF JACKSON JACKSON MS

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X46A [REDACTED]  
**Mileage** 1 **Prod Date** 2/1/2005 **Warr Date** 5/23/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele Aid	Malfunction	07/20/2005 16:31:09	Kenneth Nutter	7857
Roadside	Roadside Assistance Issue	07/20/2005 16:43:20	Mark Sluscavage	6234
	Declined Tow	07/20/2005 16:43:20	Mark Sluscavage	6234
	Electrical Problem	07/20/2005 16:43:20	Mark Sluscavage	6234
Survey Inquiries	Inbound Call - No Survey	07/20/2005 16:29:27	Kenneth Nutter	7857

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/20/2005 16:43:04	Mark Sluscavage	6234

## Summary Notes

7/20/2005 16:28:19 Kenneth Nutter 7857

Customer called in on teleaid claiming "SRS light in red" has come on. Writer advised customer to pull off of the roadway and stop vehicle. Writer strongly suggested that call be transferred to roadside department, customer agreed.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 951833 **Cus Ident** 17409862 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN  
**Last Sell Dlr** 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X56A [REDACTED]  
**Mileage** 37565 **Prod Date** 2/21/2005 **Warr Date** 5/13/2005 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	11/09/2005 19:52:10	Kenneth Nutter	7857
	Declined Tow - SRS Light On	11/09/2005 19:52:10	Kenneth Nutter	7857

**Summary Notes**

11/9/2005 19:51:46 Kenneth Nutter 7857

Customer called in on tele aid stating that vehicle was displaying restraint system malfunction, visit workshop, as well as an SRS light. Writer strongly advised customer to pull over and have vehicle towed to his local authorized Mercedes Benz dealer. Customer refused tow.

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# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1021817    **Cus Ident** 4816601    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80206    DAVID R. MC GEORGE CAR CO    RICHMOND    VA  
**Last Sell Dlr** 80206    DAVID R. MC GEORGE CAR CO    RICHMOND    VA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2112821X [REDACTED]    **World Vin:** WDBUH82JX5X [REDACTED]  
**Mileage** 5727    **Prod Date** 10/7/2004    **Warr Date** 5/5/2005    **Model** E320S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	12/31/2005 10:45:07	Kenneth Nutter	7857
	Declined Tow - SRS Light On	12/31/2005 10:45:07	Kenneth Nutter	7857

**Summary Notes**

12/31/2005    10:44:51    Kenneth Nutter    7857

Customer called in on tele aid incident 65622653 regarding SRS light. Writer strongly advised customer to have vehicle towed. Customer declined tow. Writer again advised to have vehicle towed, customer again declined an wished to end call.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1134379 **Cus Ident** 17701079 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J76X [REDACTED]  
**Mileage** 2500 **Prod Date** 8/29/2005 **Warr Date** 9/30/2005 **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey Inquiries	Inbound Call - No Survey	03/23/2006 19:29:33	Kenneth Nutter	7857

### Summary Notes

3/23/2006 19:29:19 Kenneth Nutter 7857

Customer called in on tele aid incident# 65993981 stating vehicle is displaying, passenger airbag deactivated, vis workshop. Writer instructed customer not to have anyone sit in the front passenger seat until vehicle has been seen by an authorized MB Dealer

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1390881    **Cus Ident** 10773412    **Legal**    **Note Type** Roadside Assista  
**Customer** Mr [redacted]  
**Address** [redacted]

Palm Desert CA [redacted]  
**Phone** [redacted]    **Phone Location** Residence  
**Assign Dlr**

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

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

**Vehicle Information**

**DBAG Vin** 2193751A [redacted]                                  **World Vin:** WDDDJ75XX6A [redacted]  
**Mileage** 12000    **Prod Date** 3/3/2005    **Warr Date** 4/26/2005    **Model** CLS500( 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/16/2006 14:33:41	Kenneth Nutter	7857

**Summary Notes**

9/16/2006    14:33:32    Kenneth Nutter    7857

Customer called in stating that his SRS light was on. Writer advised customer to allow the vehicle to be towed to the nearest dealership for repair. Customer declined tow, and thanked writer for his time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1441067 **Cus Ident** 32073131 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 09103 MERCEDES-BENZ OF GREENWICH GREENWICH CT

**Last Sell Dlr**

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

### Vehicle Information

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J36X [REDACTED]  
**Mileage** 10000 **Prod Date** 11/25/2005 **Warr Date** 12/31/2005 **Model** E350W4 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/23/2006 19:41:25	Kenneth Nutter	7857

### Summary Notes

10/23/2006 19:41:17 Kenneth Nutter 7857

SRS Light on. Writer advised customer to tow vehicle to the dealership. Customer advised he would not drive the vehicle and call his dealership in the morning.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1448843 **Cus Ident** 32501907 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Hilton Head SC [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC  
**Last Sell Dlr** 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J96A [REDACTED]  
**Mileage** 3660 **Prod Date** 2/20/2006 **Warr Date** 6/9/2006 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	10/29/2006 13:54:07	Kenneth Nutter	7857

## Summary Notes

10/29/2006 13:53:57 Kenneth Nutter 7857

Customer states SRS Light is on. Writer advised customer to have vehicle towed to nearest dealer (58 miles north of Ocala FL, to Duval Motors in Gainesville FL) Customer advised she would call back with her decision of whether or not to tow the vehicle.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1521238 **Cus Ident** 18696717 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05703 AUTO STIEGLER, INC. ENCINO CA

**Last Sell Dlr**

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2112561A [REDACTED] **World Vin:** WDBUH56J06A [REDACTED]  
**Mileage** 5467 **Prod Date** 4/14/2005 **Warr Date** 12/26/2005 **Model** E350S 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	12/18/2006 20:47:47	Kenneth Nutter	7857

## Summary Notes

12/18/2006 20:47:04 Kenneth Nutter 7857

Customer called in on tele-aid # [REDACTED] Customer states he was involved in an accident with injuries. Customer stated that his vehicle was struck on the rear driver side of the vehicle by another vehicle that ran a stop sign. Customer stated his vehicle spun around 180 degrees. Customer stated that the airbags in the vehicle did not deploy nor did the vehicle dial out on teleaid on its own. (Call came in as a tele-aid roadside call). Customer stated the woman that hit him did not come out of her vehicle yet. Customers daughter then came on the line with writer and stated her father was walking around making sure everyone was okay. Writer spoke with ATX who dispatched emergency services and took over the call at this point.

Writer printed sum note and gave to RAP TL.

12/20/2006 14:15:24 William Maher 6250

Writer left voicemail for customer to call him back to discuss the above.

12/21/2006 16:43:13 William Maher 6250

Writer left another voicemail for the customer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1635216 **Cus Ident** 16862191 **Legal**  
**Note Type** Roadside Assistance  
**Customer** Mrs. [Redacted]  
**Address** [Redacted]

El Cajon CA [Redacted]  
**Phone** [Redacted] **Phone Location** Business  
**Assign Dlr**

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

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

### Vehicle Information

**DBAG Vin** 2110651A [Redacted] **World Vin:** WDBUF65J55A [Redacted]  
**Mileage** 10000 **Prod Date** 10/27/2004 **Warr Date** 12/3/2004 **Model** E320W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/26/2007 15:25:29	Kenneth Nutter	7857

### Summary Notes

2/26/2007 15:25:19 Kenneth Nutter 7857

Customer states SRS Light on - writer advised customer to stop driving and tow vehicle as it may be unsafe to drive. Customer stated she would return home and call us back to make arrangements - writer advised against but customer did not want to have the vehicle towed at this time

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1077620 **Cus Ident** 32439928 **Legal** **Note Type** Summary Note  
**Customer** Mrs. [REDACTED]  
**Address** [REDACTED]

Glen Head NY [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED] **World Vin:** WDBUF82J25X [REDACTED]  
**Mileage** 11000 **Prod Date** 9/21/2004 **Warr Date** 10/26/2004 **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	02/11/2006 12:31:42	Tom Burns	6306

**Summary Notes**

2/11/2006 12:31:33 Tom Burns 6306

Customer stated that SRS malfunction warning light was on. Writer had customer remove key, wait and restart vehicle. SRS remained on. Writer recommended towing vehicle. Customer did not want to be towed and have to get home. Customer wanted to finish errands and drive home and have vehicle picked up on Monday. Writer again advised towing and urged extreme caution when driving.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1145516    **Cus Ident** 26408958    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X76A [REDACTED]  
**Mileage** 2700    **Prod Date** 3/8/2005    **Warr Date** 3/31/2005    **Model** CLS500( 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	03/31/2006 15:35:26	Tom Burns	6306
Seat Belts	Seat Belts	03/31/2006 15:35:32	Tom Burns	6306

## Summary Notes

3/31/2006    15:35:12    Tom Burns    6306

Customer stated that his SRS drive to workshop malfunction warning was on. Writer recommended towing the vehicle. Customer asked to be connected to Dick Dyer dealership, writer conferenced customer in with dealer and customer stated that MB recommended tow but he would drive the vehicle in on Monday.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1238938 **Cus Ident** 1102134 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Pittsburgh 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** 2110821X [REDACTED] **World Vin:** WDBUF82J65X [REDACTED]  
**Mileage** 12000 **Prod Date** 10/12/2004 **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	06/04/2006 11:03:21	Tom Burns	6306

**Summary Notes**

6/4/2006 11:03:15 Tom Burns 6306

Customer asked, what does SRS mean? Writer explained what it meant and recommended having vehicle towed. Customer stated that she was near her church and would call back after church if SRS warning was still on.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1286827    **Cus Ident** 31623873    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05143    MERCEDES-BENZ OF SACRAMI SACRAMENTO CA  
**Last Sell Dlr** 05138    MERCEDES-BENZ OF EL DORA EL DORADO HIL CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 4000    **Prod Date** 3/9/2006    **Warr Date** 4/15/2006    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	07/07/2006 12:23:44	Tom Burns	6306

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	07/07/2006 12:23:49	Tom Burns	6306

## Summary Notes

7/7/2006    12:23:36    Tom Burns    6306

Customer stated that SRS malfunction warning was on. Customer asked if there was anything to be concerned with. Writer explained what the malfunction meant and offered to tow the vehicle. Customer was on her way to work and stated that her husband would switch vehicles and drive to the

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2101772 **Cus Ident** 35606887 **Legal** **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Vero Beach FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH  
**Sell Dlr** 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH  
**Last Sell Dlr** 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH

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

**Vehicle Information**

**DBAG Vin** 2112831X [REDACTED] **World Vin:** WDBUH83J75X [REDACTED]  
**Mileage** 51030 **Prod Date** 2/2/2005 **Warr Date** 5/26/2005 **Model** E500S4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/17/2008 13:24:27	Tom Burns	6306

**Summary Notes**

1/17/2008 13:24:18 Tom Burns 6306

Mrs. [REDACTED] called the CAC and stated that while driving her vehicle to Florida the SRS malfunction warning came on. Customer stated when she got to Florida she brought the vehicle to the Fort Pierce dealer who advised her that the SRS system replacement will cost \$1600. Customer stated they advised her that she would have to pay \$800. Customer stated she does not think this is fair for only being 1,000 miles over warranty.

Writer apologized for the inconvenience and advised that the warranty is for 4years or 50,000 miles which ever occurs first. Writer advised that the dealer has offered 50% in goodwill and because the warranty has expired does not have to offer any assistance.

Customer stated, "Then you are telling me there is nothing you can do. I know you could do something, you just don't want to."

Writer advised that he was not telling customer that. Writer advised that if the dealer has made a goodwill offer that comes from the dealer and MB. Writer advised that if the dealer had offered no assistance writer would have advised customer to contact the SM. Writer advised that a goodwill offer has been made.

Customer stated then I'm not going to buy another MB and I'm going to call my dealer in New Hampshire to tell them.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 919106    **Cus Ident** 21934397    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 09103    MERCEDES-BENZ OF GREENW    GREENWICH    CT  
**Last Sell Dlr** 09103    MERCEDES-BENZ OF GREENW    GREENWICH    CT

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J86X [REDACTED]  
**Mileage** 1    **Prod Date** 3/15/2005    **Warr Date** 7/23/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/20/2005 15:56:06	Diana Sanchez	7834

## Summary Notes

8/20/2005    15:55:30    Diana Sanchez    7834

Customer called through Teleaid. SRS light is on. Writer explained malfunction and advised that vehicle has to be towed, offered to have a roadside rep on the line to set up the tow, customer refused and alleged that this had happened before and that the computer only needed to be reset. Customer asked if there was a way to reset computer. Customer requested contact with nearest dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 919117 **Cus Ident** 26498277 **Legal** **Note Type** Summary Note  
**Customer Mr** [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Brusly** LA [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business  
**Assign Dlr**  
**Sell Dlr** 32507 MERCEDES-BENZ OF NEW ORL METAIRIE LA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X16A [REDACTED]  
**Mileage** 1 **Prod Date** 2/1/2005 **Warr Date** 3/8/2005 **Model** CLS500( 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	08/20/2005 17:56:05	Diana Sanchez	7834
Survey Inquiries	Inbound Call - No Survey	08/20/2005 17:56:14	Diana Sanchez	7834

## Summary Notes

8/20/2005 17:55:56 Diana Sanchez 7834

Customer placed a Teleaid call. His SRS light is on. Writer explained what the SRS light is about and indicated a vehicle needs to be towed to dealer. Customer declined tow alleging that he will not be using the vehicle and that he will take it to dealer.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 924509 **Cus Ident** 16755897 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J46A [REDACTED]  
**Mileage** 1 **Prod Date** 4/12/2005 **Warr Date** 7/23/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/03/2005 19:11:05	Diana Sanchez	7834

## Summary Notes

9/3/2005 19:10:55 Diana Sanchez 7834

Customer called through Teleaid alleging that the SRS light is on. Writer explained that vehicle needs to be towed to dealer, customer alleged that he is planning a trip for the weekend and asked if there is some kind of reimbursement for a rental vehicle. Writer advised that there is no reimbursement as he is not at least 100m from home. Writer offered to transfer to roadside and set up a tow, customer alleged that he would call back later.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 995317 **Cus Ident** 36896338 **Legal** **Note Type** Summary Note  
**Customer Ms.** [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA  
**Last Sell Dlr** 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

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

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J65A [REDACTED]  
**Mileage** 8534 **Prod Date** 1/25/2005 **Warr Date** 4/19/2005 **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/11/2005 21:27:01	Diana Sanchez	7834

**Summary Notes**

12/11/2005 21:26:52 Diana Sanchez 7834

Customer placed a Teleaid call to request information on SRS light. Writer advised customer that the vehicle should not be drive while the light is on , the airbags and seat belts may not function when needed or deploy suddenly. Customer declined the tow, advised that he would take the vehicle to dealership in the morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1166025    **Cus Ident** 6725695    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 71100    INSKIP AUTOCENTER    WARWICK    RI  
**Last Sell Dlr** 09127    MERCEDES-BENZ OF NORTH H    NORTH HAVEN    CT

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A0 [REDACTED]    **World Vin:** WDDDJ75X66A [REDACTED]  
**Mileage** 3223    **Prod Date** 2/16/2005    **Warr Date** 3/19/2005    **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	04/14/2006 19:25:32	Diana Sanchez	7834
	Declined Tow - SRS Light On	04/14/2006 19:27:20	Diana Sanchez	7834

**Summary Notes**

4/14/2006    19:25:32    Diana Sanchez    7834  
Roadside - Other [See Roadside Ticket ID: 2780774]  
4/14/2006    19:27:09    Diana Sanchez    7834

Customer placed a TeleAid call asking about the SRS warning light. Writer explained that we advise to have the vehicle towed into the dealership. Customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1457349 **Cus Ident** 14944238 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

**Upland** CA [REDACTED]  
**Phone** ([REDACTED]) **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05733 WALTER S AUTO SALES AND S RIVERSIDE CA

**Last Sell Dlr**

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED] **World Vin:** WDDDJ75X36A [REDACTED]  
**Mileage** 5335 **Prod Date** 3/21/2006 **Warr Date** 5/26/2006 **Model** CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/03/2006 23:10:20	Diana Sanchez	7834

### Summary Notes

11/3/2006 23:10:12 Diana Sanchez 7834

Roadside call. Customer alleged SRS light is on. Writer advised to have vehicle towed to closest MB dealer. Customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2086223    **Cus Ident** 22190196    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Mc Allen TX [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 05127    MERCEDES-BENZ OF WEST CC WEST COVINA CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J75A [REDACTED]  
**Mileage** 25000    **Prod Date** 7/6/2004    **Warr Date** 9/12/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fulfillment/Customer Req	Warranty History Request	01/08/2008 12:52:46	Diana Sanchez	7834

**Summary Notes**

1/8/2008 12:51:39 Diana Sanchez 7834

Mr [REDACTED] requested information on the reason for buy back.

Writer advised to send written request with proof of ownership to fax# 201-476-6213.

1/10/2008 17:43:47 Lois Grillo 4627

#342098

customer requests information on why the vehicle is listed as a buyback. Attached title and sales information.

1/14/2008 09:39:18 Justin Haase 6302

Customer phoned the CAC to confirm that information was received.

Writer confirmed that information was received and that letter would be sent white mail within five business days or so.

## Summary Notes

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1/14/2008

16:34:51

Lois Grillo

4627

January 14, 2008

Mr. [REDACTED]

McAllen, TX [REDACTED]

Subject: Model: 2005 E320W

Serial No: WDBUF65J75A [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent inquiry.

Our records confirm that the above-referenced vehicle was branded a "Lemon Law Buyback" in the State of California on January 2 , 2006, due to multiple SRS concerns.

Thank you for this opportunity to be of service.

Sincerely,

Lois G.  
Case Manager

LG/mw

Sum Note:2086223

Corres.: 342098



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1106343 **Cus Ident** 26355566 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL  
**Last Sell Dlr** 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J85A [REDACTED]  
**Mileage** 10000 **Prod Date** 11/25/2004 **Warr Date** 1/14/2005 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/04/2006 09:31:46	Timothy Ucker	7810
	Declined Tow - SRS Light On	03/04/2006 11:58:37	Kenneth Nutter	7857

**Summary Notes**

3/4/2006 09:31:46 Timothy Ucker 7810  
 Roadside - Other [See Roadside Ticket ID: 2733647]  
 3/4/2006 11:58:29 Kenneth Nutter 7857

Customer called in on teleaid advised his srs light is on. Writer advised and offered tow but customer declined, instead will drive to dealership.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1491524 **Cus Ident** 45135039 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Athens GA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 17100 MERCEDES-BENZ OF ATHENS ATHENS GA  
**Sell Dlr** 17302 R B M OF ATLANTA, INC. ATLANTA GA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110261A [REDACTED] **World Vin:** WDBUF26JX5A [REDACTED]  
**Mileage** 26000 **Prod Date** 9/15/2004 **Warr Date** 3/30/2005 **Model** E320CD 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	11/28/2006 20:27:32	Timothy Ucker	7810
	Overall Dissatisfaction with Quality	11/28/2006 20:27:32	Timothy Ucker	7810

## Summary Notes

11/28/2006 20:26:56 Timothy Ucker 7810

Customer is requesting a buyback, alleging his vehicle has been serviced on six separate occasions for different issues such as, Power surges, Airbag malfunctions, and low gear sticking.

Customer stated that the only issue currently outstanding is a fuel line leak that the dealer has not yet made an attempt to service.

Writer advised customer a warranty does not guarantee the vehicle will not need service but, if and when a problem should arise, the dealer is in the position to address any issues as they already have in this case. Write advised this is indicated by the customer's statement that the fuel leak is currently the only outstanding issue, meaning all other issues have been properly adressed.

Writer apologized for any inconvenience and advised customer his comments will be documented as well as shared with the appropriate parties for review.

Writer advised customer to be in contact with Service Manager as he is the best point of contact regarding the above.

NTMT: Dealer and SPOM

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2521479    **Cus Ident** 29026376    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Daly City    CA [REDACTED]

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82J95X [REDACTED]  
**Mileage** 11040    **Prod Date** 11/23/2004    **Warr Date** 7/13/2005    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/27/2008 15:33:09	Timothy Ucker	7810

**Summary Notes**

2/27/2008    15:33:03    Timothy Ucker    7810

Mrs. [REDACTED] phoned the CAC alleging SRS light is on. Writer offered and advised tow and customer declined claiming she will call dealer to arrange pick up and drop off of loaner.

Customer is aware vehicle is unsafe to drive.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 933660 **Cus Ident** 301772 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05765 AUTOBAHN MOTORS BELMONT CA

**Last Sell Dlr**

**Note to Market Ind:** Amount

### Vehicle Information

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J66A [REDACTED]  
**Mileage** 4306 **Prod Date** 2/16/2005 **Warr Date** 6/4/2005 **Model** E350W 2006

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	09/28/2005 23:51:48	Jacqueline Iaria	7836

### Summary Notes

9/28/2005 23:51:40 Jacqueline Iaria 7836

The SRS light was on. Writer advised customer we recommend the vehicle be towed to the dealership, customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 842916 **Cus Ident** 20241835 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05137 BESHOFF MOTORCARS SAN JOSE CA  
**Last Sell Dlr** 05137 BESHOFF MOTORCARS SAN JOSE CA

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

**Vehicle Information**

**DBAG Vin** 2110761A [REDACTED] **World Vin:** WDBUF76J25A [REDACTED]  
**Mileage** 4460 **Prod Date** 9/22/2004 **Warr Date** 10/29/2004 **Model** E55 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	02/15/2005 20:17:13	Paul Harmon	7831

**Summary Notes**

2/15/2005 20:16:56 Paul Harmon 7831

Cstmr stated that SRS light was on and staying on. Writer advised tow. Cstmr declined service at this time and will call back another time to have vehicle towed in.

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

**Note ID** 848527 **Cus Ident** 19149218 **Legal** **Note Type** Roadside Assistance  
**Customer Mr** [REDACTED] [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

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

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

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED] **World Vin:** WDBUF65J65A [REDACTED]  
**Mileage** 3677 **Prod Date** 7/13/2004 **Warr Date** 9/24/2004 **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	03/01/2005 19:23:02	Paul Harmon	7831

**Summary Notes**

3/1/2005 19:22:50 Paul Harmon 7831

Cstmr stated that SRS light was on and staying on. Writer advised tow. Cstmr declined tow at this time. Writer made cstmr aware of danger involved in driving vehicle. Cstmr will talk to dealer in morning.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 924437 **Cus Ident** 26504476 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA  
**Last Sell Dlr** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J06A [REDACTED]  
**Mileage** 3541 **Prod Date** 3/3/2005 **Warr Date** 6/10/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/03/2005 11:15:29	Paul Harmon	7831

**Summary Notes**

9/3/2005 11:15:14 Paul Harmon 7831

Cstmr stated that SRS light on and staying on. Writer made cstmr aware of situation and danger involved with driving vehicle. Writer advised tow. Cstmr declined tow at this time and will call dealer when she arrives home. PAH7831

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 929316    **Cus Ident** 22573899    **Legal**    **Note Type** Roadside Assistance  
**Customer Mr** [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Cincinnati    OH 452082717

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

**Sell Dlr** 62410    MERCEDES-BENZ OF CINCINN/ CINCINNATI    OH

**Last Sell Dlr** 62410    MERCEDES-BENZ OF CINCINN/ CINCINNATI    OH

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75XX6A [REDACTED]  
**Mileage** 2389    **Prod Date** 3/15/2005    **Warr Date** 4/18/2005    **Model** CLS500i 2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/17/2005 10:19:12	Paul Harmon	7831

### Summary Notes

9/17/2005    10:18:59    Paul Harmon    7831

Writer made cstmr aware of situation with SRS light on. Writer advised tow. Cstmr declined tow at this time and will call back later. PAH7831



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 973178 **Cus Ident** 11889577 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 55143 MERCEDES-BENZ OF WHITE PLAINS WHITE PLAINS NY  
**Last Sell Dlr** 55103 ESTATE MOTORS, INC. GOLDENS BRID NY

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

**Vehicle Information**

**DBAG Vin** 2112871X [REDACTED] **World Vin:** WDBUH87J06X [REDACTED]  
**Mileage** 6700 **Prod Date** 1/28/2005 **Warr Date** 5/28/2005 **Model** E350S4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/25/2005 16:03:50	Paul Harmon	7831

**Summary Notes**

11/25/2005 16:03:37 Paul Harmon 7831

Mr. [REDACTED] phoned CAC inquiring about a SRS light on in vehicle. Writer advised customer of safety issue and advised tow. Customer claims that there are no dealers in his area and it would be extremely inconvenient for him. Customer requested tow to MB White Plains. Writer spoke with PJ, RAP SL who advised writer to make customer aware that continuing to drive vehicle is also an option. Writer made customer aware of this option and customer claims he will bring vehicle to MB Manhattan first thing Monday morning. Writer advised customer that comments would be documented.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 979945 **Cus Ident** 20448430 **Legal** **Note Type** Summary Note  
**Customer** Ms [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2112561A [REDACTED] **World Vin:** WDBUH56J76A [REDACTED]  
**Mileage** 2895 **Prod Date** 11/17/2004 **Warr Date** 6/24/2005 **Model** E350S 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/30/2005 16:28:32	Paul Harmon	7831

## Summary Notes

11/30/2005 16:28:23 Paul Harmon 7831

Customer phoned CAC to inform RAP that SRS light is on and staying on.

Writer advised customer of situation and advised tow.

Customer declined tow at this time claiming that she is only five minutes from dealer and will drive directly to dealer.

Writer again advised tow and customer declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1038879    **Cus Ident** 26525614    **Legal**    **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

Oro Valley    AZ [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dir** 03106    MERCEDES-BENZ OF TUCSON    TUCSON    AZ  
**Sell Dir** 78102    MERCEDES-BENZ OF LINDON    LINDON    UT

**Last Sell Dir**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110821X [REDACTED]    **World Vin:** WDBUF82JX5X [REDACTED]  
**Mileage** 8438    **Prod Date** 9/15/2004    **Warr Date** 3/19/2005    **Model** E320W4 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	01/12/2006 17:31:44	Paul Harmon	7831
	Part(s) on Backorder	01/12/2006 17:31:44	Paul Harmon	7831
	Long Wait Time for Part(s)	01/12/2006 17:31:44	Paul Harmon	7831

### Summary Notes

1/12/2006    17:31:34    Paul Harmon    7831

Customer phoned CAC upset about Back -ordered part. Customer claims his vehicle has been at dealer for two weeks and SA advised customer he still has no idea when part will be coming in. Customer requests MBUSA be involved and assist in getting part to him. Customer unable to provide part number or name.

Writer advised customer that writer would contact dealer and have part expedited to him. Writer advised customer to stay in contact with PM. Writer advised customer that comments would be documented.

Writer spoke with Craig from parts department at dealer who advised they have three vehicles at dealer all needing the same parts. Part number is 0015408705 , cables for SRS light being on.

1/12/2006    17:32:28    Paul Harmon    7831

Craig from dealer advised writer that they need 12 of the above mentioned part numbers.

1/17/2006    14:46:52    Robyn Letz    6209

From PAC:  
ETA 1/19//06

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1084601    **Cus Ident** 29635581    **Legal**    **Note Type** Roadside Assistance  
**Customer** Ms. [REDACTED]    **Address** [REDACTED]

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

**Sell Dlr** 72319    MODERN CLASSIC MOTORS, IN HILTON HEAD ISLAND, SC

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2193761A [REDACTED]    **World Vin:** WDDDJ76X16A [REDACTED]  
**Mileage** 2497    **Prod Date** 9/21/2005    **Warr Date** 10/28/2005    **Model** CLS55    2006

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	02/16/2006 14:52:29	Paul Harmon	7831

### Summary Notes

2/16/2006    14:52:18    Paul Harmon    7831

Customer claims that SRS light is on and staying on. Writer advised tow. Customer declined tow at this time and will call back. Writer advised customer of safety concerns and advised tow. Customer declined. PAH7831

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1360396 **Cus Ident** 33510119 **Legal** N **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Pikesville MD [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dlr** 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD  
**Sell Dlr** 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD  
**Last Sell Dlr** 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

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

### Vehicle Information

**DBAG Vin** 2110761A [REDACTED] **World Vin:** WDBUF76J55A [REDACTED]  
**Mileage** 0 **Prod Date** 1/19/2005 **Warr Date** 7/16/2005 **Model** E55 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	08/25/2006 16:19:23	Paul Harmon	7831
	Personnel Issues or Complaints	08/25/2006 16:19:23	Paul Harmon	7831
	Overall Dissatisfaction with Service	08/25/2006 16:19:23	Paul Harmon	7831
Roadside	Declined Tow - SRS Light On	08/25/2006 16:19:33	Paul Harmon	7831

### Summary Notes

8/25/2006 16:18:54 Paul Harmon 7831

Customer phoned CAC to express his dissatisfaction with dealer service. Customer claims that SRS light came on so he contacted dealer. Customer claims that SA advised customer that it is not a big dealer and not to worry about it. Customer claims that he phoned RAP and was advised to have vehicle towed to dealer. Customer declined that tow and drove to dealer who advised him that they are too busy to look at vehicle any time soon. Customer now irate claims that SM Judy Sutton was no help at all and that MBUSA needs to do something about this dealer.

Writer apologized and advised customer that dealers are independently owned and operated and responsible for their day to day operations. Writer advised customer that his comments would be documented and shared with appropriate parties at MBUSA.

Customer extremely irate claims that we will hear from his attorney. Customer terminated call.

8/28/2006 14:29:09 NETSTAR

Name : Judy Sutton (Service Manager)  
 Phone : 410-363-7793 (x-589)

Reviewed with Customer  
 Yes (By Phone) (Review Date : 08/26/2006 00:00:00)

Customer Expectations  
 Met

# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1380376 **Cus Ident** 32442695 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. **Address**

Stockton CA  
**Phone** **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA  
**Last Sell Dlr**  
**Note to Market Ind:** **Amount**

Vehicle Information	
<b>DBAG Vin</b> 2193751A	<b>World Vin:</b> WDDDJ75X76A
<b>Mileage</b>	<b>2 Prod Date</b> 3/15/2006 <b>Warr Date</b> 5/21/2006 <b>Model</b> CLS500i 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/08/2006 18:14:16	Paul Harmon	7831

### Summary Notes

9/8/2006 18:14:10 Paul Harmon 7831

Writer advised customer of possible safety issue with SRS light on and writer advised tow. Customer declined and advised that she is not in her home area and is "busy." Writer again advised tow and customer declined again. PAH7831

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1381035    **Cus Ident** 30669103    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Old Greenwich    CT [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 09103    MERCEDES-BENZ OF GREENW    GREENWICH    CT  
**Last Sell Dlr** 71100    INSKIP AUTOCENTER    WARWICK    RI

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J86X [REDACTED]  
**Mileage** 2500    **Prod Date** 12/5/2005    **Warr Date** 12/31/2005    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/09/2006 11:52:40	Paul Harmon	7831
	Declined Tow - SRS Light On	09/09/2006 11:54:20	Paul Harmon	7831

**Summary Notes**

9/9/2006    11:52:40    Paul Harmon    7831

Roadside - Other [See Roadside Ticket ID: 2949709]

9/9/2006    11:54:12    Paul Harmon    7831

Writer advised tow for SRS light on.

Customer declined and advised that he would drive to dealer at a later time.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1466973    **Cus Ident** 34946217    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]    [REDACTED]  
**Address** [REDACTED]

Glendale    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr** 05139    RUSNAK/ARCADIA    PASADENA    CA  
**Sell Dlr** 05737    DOWNTOWN L. A. MOTORS    LOS ANGELES    CA  
**Last Sell Dlr** 05737    DOWNTOWN L. A. MOTORS    LOS ANGELES    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2193751A [REDACTED]    **World Vin:** WDDDJ75X46A [REDACTED]  
**Mileage** 26000    **Prod Date** 7/25/2005    **Warr Date** 9/13/2005    **Model** CLS500 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	11/10/2006 19:32:16	Paul Harmon	7831

## Summary Notes

11/10/2006    19:32:10    Paul Harmon    7831

Referral # 196427

Primary Phone: [REDACTED]

Current Mileage: 26000  
Warranty Start Date: 09/13/2005  
Previous CA Referrals: None

Previous Summary Notes: 943338, 1183585, 1215074

Customer requesting vehicle replacement.

Mr. [REDACTED] phoned CAC to request a replacement vehicle. Customer claims that over the last 8 years he has purchased 6 new MB vehicles. Customer claims that he is a loyal MB driver. Customer claims that his last vehicle the E500 was nothing but a headache and had many transmission issues including being replaced. Customer claims that he took a \$15,000 hit to get into current vehicle. Customer claims that the current CLS500 has been at dealer 4 times for SRS light on. Customer claims that he does not want this vehicle and will leave the brand if MBUSA does not do something to assist him.

Writer advised customer that their concerns would be forwarded on to the appropriate parties for review. Writer advised customer to allow several business days to process the information and that SM at dealer is the point of contact.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1960165    **Cus Ident** 39178304    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 76504    MERCEDES-BENZ OF GEORGE    GEORGETOWN TX  
**Last Sell Dlr** 76504    MERCEDES-BENZ OF GEORGE    GEORGETOWN TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J35A [REDACTED]  
**Mileage** 25018    **Prod Date** 7/19/2004    **Warr Date** 9/22/2004    **Model** E320W 2005

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	10/05/2007 13:19:28	Paul Harmon	7831

## Summary Notes

10/5/2007    13:19:12    Paul Harmon    7831

email received:

Comments: The subject vehicle (E320, 2005) needs new electrical harness that connects the fuse box to headlights. The old harness has part nbr stamped on it that reads: A211 540 61 32. Local MB shops tell me that that part nbr does not exist! Could you please tell me if this part nbr has been changed to A211 540 62 32 or the MB parts data base is not current. Thank you for your assistance.

writer forwarded info to Darren Suran to confirm.

10/8/2007    09:15:46    Paul Harmon    7831

Email sent:

Dear Mr. [REDACTED]:

Thank you for your email.

The "stamped number" that is on the actual part is a casting number, and not the Mercedes-Benz Part number. To ensure that you order the correct part or to verify a part number, please feel free to speak with the parts department at your local authorized Mercedes-Benz dealer.

The opportunity to correspond is appreciated.

Sincerely,

Paul H.  
 Mercedes-Benz USA

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2610932    **Cus Ident** 25820906    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

Chino Hills    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Business  
**Assign Dlr** 05127    MERCEDES-BENZ OF WEST CC WEST COVINA CA  
**Sell Dlr** 05101    FLETCHER JONES MOTORCAR NEWPORT BEACH CA

**Last Sell Dlr**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED]    **World Vin:** WDBUF56J06A [REDACTED]  
**Mileage** 65000    **Prod Date** 5/25/2005    **Warr Date** 7/29/2005    **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/09/2008 14:43:14	Paul Harmon	7831
Internet	Internet Inquiry	05/05/2008 10:10:30	Paul Harmon	7831
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	05/12/2008 11:42:13	Paul Harmon	7831
	Updated Vehicle / Customer Record	05/12/2008 11:42:09	Paul Harmon	7831

**Summary Notes**

5/5/2008    10:10:25    Paul Harmon    7831

Email received:

Comments: wondering how a 2006 e350 with 65000 miles would have srs & transmission pump/converter problem.

## Summary Notes

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5/5/2008 10:12:53 Paul Harmon 7831

Email sent:

Dear Mr. [REDACTED]

Thank you for your email.

Our day-to-day contact point with you - our customer – is your Mercedes-Benz dealership Service Team which is fully authorized to inspect, diagnose, and perform necessary repairs to your vehicle. It simply isn't possible to assess the symptoms you have described via correspondence or to speculate as to their root cause (or: origin). Please contact the Service Manager at any authorized Mercedes-Benz dealership who is in the best position to address any technical questions you may have.

We solicit your understanding of our limitation in this matter and appreciate the opportunity to correspond.

Sincerely,

Paul H.  
Mercedes-Benz USA

5/9/2008 14:43:05 Paul Harmon 7831

Email received:

Thank you for your response. However, the initial problem I am having with MB is not being solved by having a service manager charge me for diagnostic work. Which by the way, is what the service manager (Mike Daniels) suggested when I brought the car in per your reply to my original contact, knowing that the car has a transmission problem.

Along with the 2006 E350 in question, I have a 1998 SL500, and a 2007 S550. I have previously owned MB's. My recent MB purchases were based on the reliability and dependability of your product. As well as the service. I, therefore am at a loss as to the reasoning behind the major breakdown of the 2006. Perhaps this relates to a defect or continuing problem with this model.

The dealer said that I am past the warranty by 15,000 miles, which I understand. What I do not understand is why at 65,000 miles a transmission pump and a torque converter should fail. MB should be able to manufacture these parts with a performance life beyond 65,000 miles....as they were with my other MB's.

I am disappointed with MB Penske's handling of this problem as I have been a customer since 1997 when I purchased my 1998 SL500 from their dealership and my S550 back in 2006.

I was contacted today by my service advisor Eddie A. and told that since they can not find service records for this particular car, they can only assist by providing the labor necessary to replace the transmission as long as I pay for the transmission which costs about \$8,500.00. In reading your service manual and based on my past experience with MB vehicles I understood that almost all MB transmissions go about 100,000 miles before service is needed, so I do not understand what your service advisor was expecting to find in the service record that had much to do with the transmission.

Again I am very disappointed and I think these parts should have a life beyond the warranty period. If MB is only good for 65,000 miles before major breakdowns, then I may have to rethink my vehicle choices in the future. I would appreciate it if you could be of further assistance to me with this problem.

Thank you.

[REDACTED]  
5/9/2008 17:11:13 Paul Harmon 7831

Writer left VM with SM Mike to request additional information.

## Summary Notes

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5/12/2008 11:42:01 Paul Harmon 7831

Writer received VM from SM Mike about above. SM advised that he has reviewed this request for PWA. SM advised that dealer made offer to cover 100% labor for either a rebuilt or new transmission. SM confirmed that SPOM Brian Dear is aware and agrees with offer made. SM advised that customer has declined offer and has openly admitted that he purchased vehicle from an auction less then 60 days ago and has no service records for vehicle. SM advised that they found an internal fault with trans which has been confirmed.

5/16/2008 08:55:28 Paul Harmon 7831

Email sent:

Dear Mr [REDACTED]:

Thank you for your additional email.

Please contact me at 1-800-FOR-MERCEdes (1-800-367-6372) ext 7831 so that I may address your concerns. I look forward to hearing from you.

The opportunity to correspond is appreciated.

Sincerely,

Paul H.  
Mercedes-Benz USA

5/16/2008 14:51:39 Paul Harmon 7831

Writer spoke with customer. Writer very apologetic and upheld above position.

Customer claims hat he had vehicle repaired at an independent and accepts MBs position.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3053952    **Cus Ident** 37813280    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 22415    KNAUZ CONTINENTAL AUTOS, LAKE BLUFF    IL  
**Last Sell Dlr** 17113    MERCEDES-BENZ OF SOUTH A ATLANTA    GA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110651A [REDACTED]    **World Vin:** WDBUF65J25A [REDACTED]  
**Mileage** 44465    **Prod Date** 8/26/2004    **Warr Date** 11/30/2004    **Model** E320W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/07/2009 11:31:47	Paul Harmon	7831

**Summary Notes**

3/7/2009    11:31:33    Paul Harmon    7831

Customer phoned CAC to inquire about SRS light on.

Writer explained and advised tow.

Customer declined tow at this time and advised he will get to dealer ASAP.

3/7/2009    11:31:34    Paul Harmon    7831

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 926952 **Cus Ident** 28370323 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA  
**Last Sell Dlr** 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA

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

### Vehicle Information

**DBAG Vin** 2110701A [REDACTED] **World Vin:** WDBUF70J95A [REDACTED]  
**Mileage** 7170 **Prod Date** 6/26/2004 **Warr Date** 5/30/2005 **Model** E500W 2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	09/12/2005 12:46:33	Edward Mischik	4665

### Summary Notes

9/12/2005 12:46:23 Edward Mischik 4665  
 Customer is aware that SRS has deactivated. He is going to drive to the dealer. Declined Tow. EM x4665

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1288260    **Cus Ident** 26181621    **Legal**    **Note Type** Roadside Assistance  
**Customer** Mr [REDACTED] [REDACTED]  
**Address** [REDACTED]

Mission Viejo    CA [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

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

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110701A [REDACTED]    **World Vin:** WDBUF70J65A [REDACTED]  
**Mileage** 22000    **Prod Date** 8/30/2004    **Warr Date** 10/29/2004    **Model** E500W 2005

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	07/08/2006 11:18:43	Edward Mischik	4665

**Summary Notes**

7/8/2006    11:18:11    Edward Mischik    4665  
 Declined SRS tow

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1529189 **Cus Ident** 28367072 **Legal** **Note Type** Roadside Assistance  
**Customer** Ms. [Redacted] [Redacted]  
**Address** [Redacted]

Upper Marlboro MD [Redacted]  
**Phone** ([Redacted]) **Phone Location** Residence  
**Assign Dlr**  
**Sell Dlr** 80201 AMERICAN SERVICE CENTER ARLINGTON VA

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [Redacted] **World Vin:** WDBUF56J46A [Redacted]  
**Mileage** 11745 **Prod Date** 2/14/2005 **Warr Date** 5/7/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	12/25/2006 21:16:12	Edward Mischik	4665

### Summary Notes

12/25/2006 21:16:03 Edward Mischik 4665  
Declined Tow. SRS light on. EM x4665



# Summary Note Information

## Mercedes Benz of U.S.A

**Note ID** 1731548    **Cus Ident** 4486792    **Legal**    **Note Type** Summary Note  
**Customer** Ms. [REDACTED]  
**Address** [REDACTED]

Delray Beach    FL [REDACTED]

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

**Assign Dlr** 15317    MERCEDES-BENZ OF POMPAN    POMPANO BEA    FL

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

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

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 2110761A [REDACTED]    **World Vin:** WDBUF76J35A [REDACTED]  
**Mileage** 27000    **Prod Date** 3/17/2005    **Warr Date** 5/14/2005    **Model** E55    2005

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Airbag / Restraint System:	Airbag Inquiry	04/25/2007 05:32:00	Randall Bibber	4647

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	04/25/2007 05:32:12	Randall Bibber	4647

## Summary Notes

4/25/2007    05:31:51    Randall Bibber    4647

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

4/25/2007    16:30:28    Carol Pantua    4635

CR TL Honora D. asked writer to follow-up.

Writer called MB Ft. Lauderdale and was advised that customer does not have an appt with them.

Writer called and spoke with Ms. [REDACTED] who advised that there is nothing currently wrong with the vehicle, but she is dissatisfied that she recently picked up her vehicle from dealer after 3rd repair to SRS concerns.

Customer claims that though she loves MB, she has lost faith in this vehicle, and spoke with MB Pompano SM "E Taylor" and Sales Mgr "Marc Klein," who are allegedly "looking at the numbers to get me into another vehicle." Customer alleges that last year, RSPM "Glenn Zitzman" advised SM Ed Taylor that they would "try to fix it one more time and if it happens again, they'll buy back the car. It's that time already."

Writer apologized to customer for her dissatisfaction , advised that her concern would be documented, and advised customer to maintain communication with MB Pompano SM and Sales Mgr. Customer thanked writer for the follow-up and advised that she will do so.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 2025302    **Cus Ident** 31319694    **Legal**    **Note Type** Roadside Assista  
**Customer** Mr. [REDACTED]    [REDACTED]    [REDACTED]  
**Address** [REDACTED]

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

**Sell Dlr** 51121    PRESTIGE MOTORS, INC.    PARAMUS    NJ  
**Last Sell Dlr** 51121    PRESTIGE MOTORS, INC.    PARAMUS    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED]    **World Vin:** WDBUF87J66X [REDACTED]  
**Mileage** 13780    **Prod Date** 1/25/2006    **Warr Date** 3/6/2006    **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	11/25/2007 01:02:10	Pete Quinn	4631

**Summary Notes**

11/25/2007    01:02:02    Ray    4631  
srs light on. customer stated "I will call the dealership on Monday to arrange service."

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1708353 **Cus Ident** 21396520 **Legal** **Note Type** Roadside Assistance  
**Customer** Mr. [REDACTED] [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
 Assign Dlr New York NY [REDACTED]  
**Sell Dlr** 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY  
**Last Sell Dlr**

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

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 2110871X [REDACTED]	<b>World Vin:</b> WDBUF87J96X [REDACTED]
<b>Mileage</b> 4235	<b>Prod Date</b> 1/25/2006 <b>Warr Date</b> 3/15/2006 <b>Model</b> E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	04/06/2007 17:07:08	Chris And Kim	6354

## Summary Notes

4/6/2007 17:07:00 Ray 6354

srs light was on, wrier advised the customer of the possibilities and advised the vehicle should be towed, but she declined.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3620352    **Cus Ident** 22910694    **Legal**    **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

Lake Forest    IL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dlr**

**Sell Dlr** 22116    MERCEDES-BENZ OF WESTMO WESTMONT    IL  
**Last Sell Dlr** 22116    MERCEDES-BENZ OF WESTMO WESTMONT    IL

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2110831X [REDACTED]    **World Vin:** WDBUF83J26X [REDACTED]  
**Mileage** 22682    **Prod Date** 11/3/2005    **Warr Date** 2/22/2006    **Model** E500W4 2006

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/06/2010 14:51:11	Anna Peet	6300

## Summary Notes

3/6/2010    14:51:03    Mr. Murphy    6300

Writer received call from customer with SRS lamp illumination

Writer advised customer that the vehicle shouldnt be driven- that it should be towed to the dealership. Customer thanked writer and ended call.

3/6/2010    14:51:13    Mr. Murphy    6300

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 3643937 **Cus Ident** 8852398 **Legal** **Note Type** Summary Note  
**Customer** Mr [REDACTED]  
**Address** [REDACTED]

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

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110871X [REDACTED] **World Vin:** WDBUF87J56X [REDACTED]  
**Mileage** 59390 **Prod Date** 7/22/2005 **Warr Date** 10/14/2005 **Model** E350W4 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow - SRS Light On	03/20/2010 15:54:57	Donna	6384

**Summary Notes**

3/20/2010 15:54:41 Mariano Carbajal 6384

What did the customer say? Mr. Agbre called the CAC claiming he is driving to Florida from Georgia and has an SRS light.

What was your response? Writer recommended to have vehicle towed to the closest MB dealership.

Customer declined and advised they will call on Thursday to have vehicle towed once they come back from their Cruise trip.

Writer advised concern will be documented.

3/20/2010 15:55:09 Mariano Carbajal 6384

No Escalation Required

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 970777 **Cus Ident** 23822249 **Legal** **Note Type** Summary Note  
**Customer** Mr. [REDACTED]  
**Address** [REDACTED]

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

**Last Sell Dlr**

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

**Vehicle Information**

**DBAG Vin** 2110561A [REDACTED] **World Vin:** WDBUF56J76A [REDACTED]  
**Mileage** 3000 **Prod Date** 4/5/2005 **Warr Date** 6/30/2005 **Model** E350W 2006

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Electrical Problem	11/23/2005 13:56:26	Stephen Leiderfrost	6293
	Declined Tow - SRS Light On	03/05/2006 11:56:40	Jared Streisfeld	6374

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/23/2005 13:56:26	Stephen Leiderfrost	6293

## Summary Notes

11/23/2005 13:56:28 Stephen Leiderfrost 6293  
 Roadside - Electrical Problem [See Roadside Ticket ID: 2622766]  
 3/5/2006 11:56:24 Jared Streisfeld 6374

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