
From: [Nor McLaughlin](#)
Sent: Tuesday, June 15, 2021 12:50 PM
To: cs.usa@cac.mercedes-benz.com
Subject: RE: Mercedes-Benz USA Follow-up To Your Contact

Steven,

As I have replied on the 4 phone mail messages that I left for you at your extension, x-6213: the best contact number is (XXX) XXX-XXXX.

When you call the (XXX) XXX-XXXX your caller ID is shown as ROBO CALLER. You have successfully left phone mail on that number and I have returned your call each time promptly. You do not answer, I leave another phone mail, and you do not return the call. Do you listen to the phone mail that I leave? I leave the number for you to call in those messages.

I hope this is replying with history, the activity ID is shown below.

You are clever not making it easy to contact you. No personal email address, you don't answer your extension and we'll see how you respond to this email.

If you are not the right person to talk to, I'll wait for Robert Moran, who replied to my last email that he would contact me when he returned, or write another email to Anne McGregor. I would like to discuss the issues and get some resolution to what is going on with MB of Denver. Have you seen my emails and attachments? Have to ask, since you can't get my phone number from the messages I leave.

Please call me....(XXX) XXX-XXXX

Sent from Nor McLaughlin

From: cs.usa@cac.mercedes-benz.com
Sent: Tuesday, June 15, 2021 12:15 PM
To: NORVETTE@AOL.COM
Subject: Mercedes-Benz USA Follow-up To Your Contact

Dear Norbert McLaughlin,

We appreciate your contact with Mercedes-Benz USA, LLC. I attempted to contact you at (XXX) XXX-XXXX) without success. If you still require assistance, please contact me at the telephone number below. If you reach my voicemail, please leave a message and I will return your call as quickly as possible. Or, if you prefer, simply reply to this email with your best contact number and availability.

I am typically in the office Monday through Friday from 10:00 AM until 6:00 PM Eastern time. The Mercedes-Benz Customer Assistance Center is closed on weekends and most major holidays.

I welcome your contact and look forward to speaking with you.

Regards,
Steven
Executive Referral Manager
Mercedes-Benz USA, LLC
(800) 367-6372 (ext. 6213

When responding, please “reply with history” as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the THREAD ID associated with this e-mail when responding.

[ACTIVITY ID:2-7P3JXRP][CASE ID:2-7M4OR41]