

Dear MBUSA,

I am a longtime customer for your ML/GLE model and a longtime MBCA member. I had the very first of the 1998, 2006 & 2012 models. Therefore, I have been anxiously awaiting the new, now 2020, GLE, to replace my '12. I started a thread on MBWorld.com about it over a year ago that now has almost 3,000 posts (<https://mbworld.org/forums/gle-class-v167/700091-2020-v167-gle.html>).

I placed a preorder with my dealer, Mercedes-Benz of Wilsonville, last Summer and placed an actual order within hours of NetStar opening them up on 11/4/2018. I would like to offer some constructive criticism of the entire rollout and my order from an enthusiast customer's point of view. Obviously this rollout did not follow your historic schedule, and the short-run 2019 model was a surprise to most of us. There was no information initially on when production or deliveries might actually occur. I understand there are a multitude of variables at this point that make predictions difficult.

The first Dealer Order Guide, 11/2/1018, had no pricing and was riddled with errors. I placed my order without any idea of pricing, except knowing it would be more than the outgoing model. The MBUSA press release didn't even come out until 11/28. Confusing issues was that the San Antonio media release had vehicles with options that would not be available in the US, like 22" wheels.

As of 12/1 I had production scheduled for 01/1Decade/2019 and a production date of 02/27. By the time we got pricing in the !2/4/2018 DOG, my order locked and I was unable to make any changes to it. While I was thinking my car was close to being done in mid-February the production date suddenly slipped to 03/13. Okay, I know stuff happens, especially early in a new run. But now that date passed nine days ago and is still showing on NetStar, per my dealer; there is no new estimate given. I have presold my existing vehicle to be delivered at the beginning of April per the information I had.

My main concern at this point is I have no clue when I will get the car, and neither does my dealer. It would seem for customer sold orders there ought to be better feedback to the dealer so they can inform their customers. The last BMW I bought I was able to check on its status directly through the website. Us early adopters are your brand ambassadors and I'm feeling a little less good about the brand at this point.

I'm sure the GLE will be fantastic once I receive it, but the uncertainty as to when is unsettling. I just ask for better communication with your dealers so they can better inform us customers.

Best,

Greg Williams