

Gregory Williams

From: Gregory Williams <greg.a.williams@comcast.net>
Sent: Wednesday, April 03, 2019 3:04 PM
To: 'christian.treiber@mbusa.com'
Cc: 'dialog@daimler.com'; 'tazmania.Khan@mbusa.com'; 'Perry Thompson'; 'Dave Richardson'; 'dietmar.exler@mbusa.com'
Subject: Extreme order frustration from longtime MB customer
Attachments: 2019-03-29 Status.pdf; MBUSA 2019-04-03.pdf
Importance: High

Re: PO# 0071760284

Dear Christian, et al at MBUSA,

I ordered a 2020 GLE 450 the very first day possible, November 4 last year, after preordering it with the dealer (Mercedes-Benz of Wilsonville, Oregon) months earlier. According to NetStar it started production and was assigned a VIN on 02/21/2019 and had a production date of 03/13/2019. I was expecting to have the car this week but apparently it hasn't even been built yet. I know early in a model run things can happen with suppliers and such, but what has been frustrating is no one associated with MBUSA can even hazard a guess as to when I might see the vehicle, and NetStar is still showing 3/13 production. To compound things I presold my existing ML based on that production date.

I have tried going through MBUSA CAC and the executive referral manager, Chris, has not been able to get any information. My dealer sales person and sales manager has been in contact with the Western Division Region Distribution liaison (see attached) and all they can say is it's waiting for parts with no ETA.

I had one of the first MLs in the country in 1997, and the first of each generation since; I have never seen a launch like this. I started a forum thread over a year ago that now has over 3,100 posts (<https://mbworld.org/forums/gle-class-v167/700091-2020-v167-gle.html>) so my peers consider me an expert, but I don't know what is going on here. Others on the forum report similar issues; another member gave up on his order and bought an X7. The waiting without knowing is maddening.

All I'm asking for is some real communication on the what the specific issue(s) are and some best guess on when I might receive the car so your dealer can inform me. \$84,000 is not much in Mercedes-land, but it is a lot of money to me and I don't feel like you really care about me as the customer at this point.

Sincerely,

Gregory Williams
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2012 ML 350
2015 BMW M4 Coupe

