

John Long

From: [REDACTED]
Sent: Tuesday, November 10, 2020 11:15 AM
To: John Long
Subject: MBOB License Complaint
Attachments: MBOB License Complaint.pdf; MBOB Switched Vehicle Contract.pdf; MBOB Returned Replacement Vehicle Contract.pdf

Importance: High

Thank you Mr. Long. I apologize for the delay in forwarding this information.

Sincerely,

Kenneth R. Waterman

John Long

From: [REDACTED]
Sent: Wednesday, September 23, 2020 7:26 AM
To: John Long
Subject: RE: Herb Chambers License Renewal

Thank you for your prompt response John. You and the Council will have my complaint before that time. Thank you again.

Sincerely,

Kenneth R. Waterman

From: John Long <JLong@somervillema.gov>
Sent: Tuesday, September 22, 2020 3:19 PM
To: [REDACTED]
Subject: RE: Herb Chambers License Renewal

Hi, Kenneth,

Herb Chambers has several licenses with the city, mostly for the sale of used vehicles and the storage of vehicles indoors.

The used car licenses expire 12/31/20, and the garage licenses expire 4/30/21.

We send out renewal notices in the coming weeks, so the City Council may be considering their applications to renew their license as early as mid-October.

-John

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John J. Long, City Clerk
City of Somerville
93 Highland Avenue
Somerville, MA 02143
617 625-6600 x4110
FAX 617 625-4239
<http://www.somervillema.gov/>
jlong@somervillema.gov

From: [REDACTED] [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: Tuesday, September 22, 2020 3:10 PM
To: John Long
Subject: Herb Chambers License Renewal
Importance: High

Hi John,

I know its been a while since we last spoke. However, after being patient regarding the situation with Herb Chambers Mercedes-Benz of Boston, I have decided my only chance is to contest his license which comes up for renewal I believe in October. I am sending a letter of grievance to Herb Chambers at his Boston residence. The City of Somerville, and Mercedes-Benz, will receive the letter as well. Can you refresh my memory as to what date the license actually renews? You may return this email, or call me at [REDACTED] if you prefer. Thank you John, and watch your email.

Sincerely,

Kenneth R. Waterman

November 10, 2020

Mr. Herb Chambers
[REDACTED]
[REDACTED]
Boston, MA 02116- [REDACTED]

Dear Herb,

My name is Kenneth R Waterman, a multi-brand customer of the Herb Chambers Companies for both sales, and service. In fact, leading up to this incident, I bought a 2017 C43 AMG Cabriolet for my business partner's widow, [REDACTED]. I helped another friend negotiate the price of his 911 and spent \$6,865 on restoring a 2011 E550 4-Matic between June 2018, and August 2019. I helped many family members and friends buy and service their vehicles at the Herb Chambers Companies including my Nephew's Ford Explorer XLT, my wife's Volvo, for service, and daughter's Volkswagen. I am an old-fashioned grinder and I suppose that is why friends and family ask for my help when it comes to buying cars. I am writing this letter to you personally because, my issue is as personal as it gets, and I got no response from the feedback form on your website.

In October of 2019, I helped my eldest sister [REDACTED] by what may be her last vehicle from your Somerville location, Mercedes-Benz of Boston. The car was a 2019, CPO, C 300 4-Matic sedan. The vehicle had a black exterior, and a silk beige interior. The vehicle had 3,517 miles on the odometer before I drove it off the lot. The test drive revealed the car also had the multimedia package installed that came with three years of NAV updates as well.

Accompanied by your salesman, [REDACTED] we drove the vehicle to my sister's home on [REDACTED] [REDACTED] for her to test drive. After driving the vehicle, my sister [REDACTED] decided to make the purchase. After completing the paperwork on October 9, 2019, the dealership scheduled delivery for Saturday October 12, 2019, at 1PM. I remember specifically because, [REDACTED]. On October 12th work kept me from making the delivery with [REDACTED] And so, I had no choice but to send my other sister, [REDACTED], and my nephew, [REDACTED] to aid [REDACTED] in my place. What happened next is the reason I am writing this letter!

[REDACTED] your Sales Manager, a person I spoke with many times while servicing my own vehicle in Somerville, saw I was not present for the delivery, and switched cars. My family arrived on time for the 1:00 PM delivery. However, they did not leave the dealership until after 4:00 PM that day, and only spent 30 minutes with a product specialist going over the vehicle's feature's and technology. They were halfway home in this vehicle when they called me on the telephone because several warning lights came on in the instrument panel. Immediately I asked, how many miles were on this vehicle. I asked because, again, the car I drove off the lot to test drive had 3,517 miles and had no mechanical issues whatsoever. The answer threw me for a loop because the car [REDACTED] delivered had 3,423 miles on the odometer which, proved he switched cars. In addition, the car [REDACTED] fraudulently tried to pass off on my family that day, did not have the multimedia package. More proof that this was a deliberate act in my opinion! Anger does not begin to cover how I felt.

For my sister [REDACTED] sake, I did not get out of control and just chose another car. However, the replacement vehicle, despite having the multimedia package, and the same color combination, turned out to be a dog with fleas! In fact, Lorraine and I ran into you at the red light at Somerville Ave, and Medford Street, and I told you part of the deal for us was you had to let us drive the Bentley you were driving for a day. It was good for a laugh as I am sure you remember. However, that was the only thing laughable about this experience.

To keep from writing 30 more pages, I will skip to the end of this saga. Mercedes-Benz of Boston did not perform a multipoint inspection on the replacement vehicle. I mean there were empty juice bottles under the seats and a couple of blown fuses in the driver's door map pocket. The car had serious electrical issues as well. You could lock the doors with the key inside and the satellite radio was missing whole categories of channels. On the mechanical side, the car had a front-end problem, that service claimed was not a problem, or a defect at all, but inherent to all 2019 C 300's. Now, I have an email chain longer than train smoke that corroborates every word in this letter should you need to verify.

At this juncture, we returned the second vehicle for a full refund and bought a new 2020 C 300 4-Matic from Mercedes-Benz of Westwood. Looking back at the paperwork, [REDACTED] even changed [REDACTED] trade-in amount from \$7,500, to \$7,000. To further compound the refund amount, the dealership is still \$98.30 short of the \$7,000 written on the contract as I write this letter. After learning this, you need to understand that it took every fiber of my being to not go to Somerville, drag this asshole up to your helipad by his hair, and throw him off on his head! The thought of my daughter's, and my granddaughters, are the only reason he is not in traction for the rest of his life.

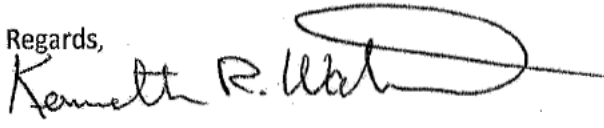
I know we do not know each other Herb, and as inflammatory as that statement is, it is the God's truth! Therefore, to make sure it doesn't cloud the facts in this letter, you may ask [REDACTED] what kind of a man I am as he is the only personal mutual acquaintance we have in common. I have no doubt he would reference my character. In addition, I am sure we have some political acquaintances in common as well Herb. However, reaching out to them would further cloud the facts of this letter which, is what I am trying to avoid.

In closing, my ask is simple Herb. I want [REDACTED] fired, and I want Mercedes-Benz of Boston to return my sister [REDACTED] \$598.30. After what I just explained in this letter, you should not want [REDACTED] interacting with any of your customers for any of the brands you sell. This would be a lot easier if the state of Massachusetts required car salesman to obtain licenses. However, because they do not, the only alternative left for me is to file a complaint with the City of Somerville to have your license to sell used cars revoked based on this fraud, a truly unfair and deceptive act. I am sending a copy of this letter and the actual complaint form to the City of Somerville's Clerk, John J. Long, and to Mercedes direct. Mercedes already issued a claim number which is, [REDACTED].

For the record, I am not naive enough to think that Mercedes will interfere beyond the complaint number they issued, or that the Attorney General's Consumer Protection Division could do anything either. However, I cannot, and will not let this go. With the volume of cars that you sell, I am sure there are plenty of dissatisfied customers all reachable via social media. Should it come to that, I have no problem reaching out to every one of those customers MBOB has ever had to make this point.

I will make myself available should you decide to want to confront [REDACTED] with me in the room. You can reach me via email at [REDACTED] or on my mobile at [REDACTED]. Thank you for your time, patience, and consideration.

Regards,



Kenneth R. Waterman

Cc:



Mr. John Long, Somerville City Clerk
93 Highland Avenue, Somerville, MA 02143

Mr. Christian Strue, VP & CFO Mercedes-Benz USA
1 Mercedes-Benz Drive, Sandy Springs GA 30328

Enc: 2

PURCHASE CONTRACT
 COST# [REDACTED]
 DEAL# [REDACTED]



REYNOLDS AND REYNOLDS COMPANY
 A Ford Credit Company
 280 North ...
 674-...

Returned Replacement Vehicle

DATE 15 OCT 19 ORDER NO. STOCK NO. M11542L SALESPERSON LINARES, JHONATHAN
 PURCHASER NAME (PRINT) [REDACTED] STREET ADDRESS [REDACTED]
 CITY [REDACTED] HO [REDACTED] BUSINESS PHONE [REDACTED]

ENTER MY ORDER FOR [] NEW [] FORMER USE [] DEMONSTRATOR [] POLICE CAR [] REBUILT INSURANCE TOTAL []
 (QUANTITY) USED [] (IF APPLICABLE) FORMER LEASED CAR [] FORMER DAILY RENTAL [] TAXICAB []
 Year 19 Make MERCEDES Model Name C300W4 Body Style/Type SD Model No. C300 Transmission Standard Automatic
 (Speeds) Cyl. 4 Pass. 4 Doors 4
 Vehicle Identification No. 55SWF8EB3KU298905 Color 1st BLACK Interior 1st Top Odometer mi. 3957 Approx. Delivery Date 15 OCT 19

TRADE IN. Year 19 Make MERCEDES Model C300W4 Year SD Color BLACK
 V.I.N. 55SWF8EB5KU302047
 Odometer 3481 (mi. /km.
 Transmission Standard (Speeds) Auto
 No. of Cyl. Pass. Doors.
 Salvage Title Yes No

WARRANTY INFORMATION
 This vehicle carries an express warranty. Purchaser may obtain a copy of such warranty from the dealer upon request at time of order and will receive the warranty at time of delivery.

E-mail Address [REDACTED]
 Price of Unit \$ 42539.00

PREVIOUS OWNER
 City/State/Zip
 LIENHOLDER
 Address
 City/State/Zip
 Acct. No. Check No.
 Balance Due \$ 39008.69
 Additional Information-Vehicle Purchased

REGISTRATION FEE/TITLE FEE SALES TAX

Application for Title	<input type="checkbox"/>
Application for Reg.	<input type="checkbox"/> New <input type="checkbox"/> Transfer
Registration No.	
Registration Fee	\$ <u>25.00</u>
Title Fee	\$ <u>75.00</u>
Mass. Sales Tax	\$ <u>0.31</u>

Additional Equipment/Items

LIENHOLDER MERCEDES-BENZ FINS
 Address PO BOX 997542
 City/State/Zip SACRAMENTO CA 95899
 INSURANCE CO.
 Agent/Branch
 Address/City

*Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ _____ may, at your option, be retained by you to compensate you in whole or in part for any loss sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.
 Purchaser's Initials []

ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER.
 Purchaser's Initials []

This contract is not binding upon either dealer or purchaser until the following conditions are met:
 (1) The contract is signed by dealer or his/her authorized representative;
 (2) Other: _____
 (3) Other: _____

PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL S/HE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser, and no other agreement or understanding has been made or entered into.

Co-Purchaser's Signature _____
 Authorized Dealer Representative _____

Dealer Installed Accessories

OTHER FEES: (SEE LINE 9)	
STATE REG	100.00
MA STATE INSPECTION	35.00
1. Total Price	\$ 42539.00
2. Discount	\$ N/A
3. Trade-In Allowance	\$ 42998.00
4. Rebate(s)	\$ N/A
5. Trade Difference (line 1 minus lines 2, 3 & 4)	\$ -49.00
6. Documentary Preparation	\$ 459.00
7. Title Preparation	\$ 5.00
8. *Mass. Sales Tax (___% of lines 5, 6 & 7)	\$ 0.31
9. Other (SEE ABOVE)	\$ 135.00
10. TOTAL CONTRACT PRICE (Total of lines 5, 6, 7, 8 & 9)	\$ 140.31
11. Balance Due on Trade-In	\$ 39008.69
12. Subtotal (Total of lines 10 & 11)	\$ 39149.00
13. Deposit	N/A
14. Amount to be Financed	39149.00
15. Cash Due on Delivery	
16. TOTAL PAYMENT (Total of lines 13, 14 & 15) (line 16 must equal line 12)	\$ 39149.00



**City of Somerville, Massachusetts
Licensing Commission
93 Highland Avenue
Somerville, MA 02138**

COMPLAINT FORM

Instructions: The purpose of this form is to allow individuals to file complaints with the Somerville Licensing Commission relative to suspected violations concerning businesses licensed by the commission. To file a complaint, please complete this form and return it to the City of Somerville Licensing Commission Office.

Name of Licensee: Mercedes-Benz of Boston

Business Name (d/b/a): The Herb Chambers Companies

Address of Premises: 259 McGrath Highway Somerville, Mass.

Date of Incident: 10/12/2019

Time of Incident: 1PM

Type of Incident:

- Sale of alcoholic beverages to underage individuals
- Purchasing alcoholic beverages from an unauthorized source
- Sale of alcoholic beverages to intoxicated individuals
- Entertainment without license
- Overcrowding
- Illegal gambling
- Other - Describe: (See Attached)

Provide detailed information relative to the suspected violation that is the subject of your complaint:

Please attach copies of any supporting documentation (i.e. receipts, pictures, advertisements, etc.)

Your Information:

Print Name: Kenneth R. Waterman

Signature: *Kenneth R. Waterman*

Date: 10/12/2019

Contact Information: [REDACTED]