



Legal C1C Report

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Customer Information

Customer:	Address:	
Home Phone:	Cell Phone:	Work Phone:

Vehicle Information

Service Request 1 [REDACTED]

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: [REDACTED]
Open: 11/17/2017 03:08:51 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 6000		

Issue Code/ Summary

Date Closed: 11/21/2017 10:29:00 AM	Type: Complaint	Sub Type: Vehicle
Area: Customer Advocacy		
Detail Code: Line leaks		
Summary: fuel leak		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/21/2017 10:27:38 AM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

IMPORTANT:

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.

[THREAD ID: 1[REDACTED]]

Dear Mr. [REDACTED],

Owning a Metris means never settling for less than the best. This is why we offer a comprehensive warranty of 3 years/36,000 miles. To help ensure that coverage under your warranty remains intact, we recommend bringing your Metris to an authorized Metris Dealership for all service and repair needs.

Once a vehicle falls outside of warranty, repairs are at the owner’s expense. We understand that any time a vehicle does not live up to expectations, it can be a disappointment. To recognize your loyalty, Mercedes-Benz has offered a \$400.00 credit towards service, repair, parts or accessories at any authorized Metris dealer. This gesture is intended to show that we appreciate your ownership.

This credit will be available for 18 months, until May 31st, 2019. When you are ready to utilize this credit please ask your Service Advisor to contact me at the number below for processing instructions.

Best wishes for a safe and unsurpassed driving experience.

Regards,

■

Executive Referral Manager

Mercedes-Benz USA, LLC

■

■

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
■	■	11/21/2017 09:46:02 AM	Goodwill Offer	Done		■	■	■	■	■

Activity Comment:

■ - Customer stated:

-he picked the van up this morning

-spoke to another customer who had a leak as well

Writer stated:

-though loss of income is not covered we understand the inconvenience/impact

-as a goodwill gesture we were planning to cover the service

Customer requested a credit towards the next service, writer offered a \$400 service credit

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
■	■	11/20/2017 04:43:34 PM	Email - Outbound	Done			■	■	■	■

Activity Comment:

E-mailed VAOM Adam green suggesting that they cover service

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		/20/2017 04:15:40 PM	Call - Outbound	Done						

Activity Comment:

- Customer stated:

- smelled odor but thought it was vinaehar in his salad
- later realised it was a leak
- googled and found a lot of reports about leaks
- found leak from pressed connection
- vehicle is still there
- there is a lawsuit about the Metris
- due for naintenance
- Wants \$800 as compensation for 2 days of work lost during repair or \$400 and free service
- \$375 for service

Writer stated:

- NVW doesn't cover loss of use
- will review for possible goodwill gesture
- part will be replaced with part no specified by MB
- customer will be notified if a recall is initiated

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		11/20/2017 04:07:21 PM	General	Done						

Activity Comment:

Vehicle No: 1

Owner No: 1

WSD: 12/1/2015

Customer Pay: \$0

Prior Goodwill: \$0

Home Dealer: Silver Star

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		11/17/2017 03:12:30 PM	Call - Inbound Documentation	Done						

Activity Comment:

Van was towed in for a fuel leak. The dealer is repairing the vehicle. It should be ready on Monday 11/20. Owner is asking for compensation for his lost day of work due to a mfrs defect. Dealer referred the owner to MBUSA to make a request for compensation. Owner is working with [REDACTED]

Writer told the owner that he request would be escalated for a call back on Monday. No promises were made.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 03:08:51 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI =

Service Request

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 11/17/2017 11:38:38 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: [REDACTED]		

Issue Code/ Summary

Date Closed: 11/19/2017 06:00:43 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 12:45:18 PM	Call - Outbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

called urgently to verify eta for customer. They said that they would be with him in the next 15-20 minutes

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 12:42:20 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

cust called in to check if tow provider would still be coming, customer stated that he and tow driver had a disagreement on the phone and that tow provider.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 12:33:39 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: [REDACTED], **Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 12:30:06 PM	Call Inbound – no Vendor Resp.	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Cust called in to ck on service

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 11:44:09 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Leaks

Customer status or information about circumstance:

Will the transmission go into neutral:y

Is the steering locked and if yes, are the front wheels turned or facing straight?:n

Has an MB RAP Tech been on site: n

Will someone be with the vehicle for the tow:y

Is the customer riding with vendor (No more than 2 people max):y

Is Customer at home?side of road

Is the vehicle at a safe location OR side of the road:safe

Is the car in a parking garage/ or home garage (What is clearance?)no

Dealer Overnight Dropbox: No

Location of drop box:No overnight drop box.

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV?np

What is height & weight of the Sprinter?

12 ft height

9000 weight

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/17/2017 11:38:38 AM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

[REDACTED]