



Mercedes-Benz

Legal C1C Report

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

Customer Information

Customer: [REDACTED]	Address: [REDACTED]
Home Phone: [REDACTED]	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/16/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 33524.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: KEELER MOTOR CAR COMPANY
Sale At Dealer:		Last Servicing Dealer: KEELER MOTOR CAR COMPANY

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/16/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 33524.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: KEELER MOTOR CAR COMPANY
Sale At Dealer:		Last Servicing Dealer: KEELER MOTOR CAR COMPANY

Service Request [REDACTED] ([REDACTED])

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: 07/10/2017 09:30:49 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Arctic White
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 07/10/2017 09:36:19 AM

Type: Part Information

Sub Type: Availability

Area: MB Cars

Detail Code:

Summary: [REDACTED]
 [REDACTED]
 [REDACTED]

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	07/10/2017 09:30:49 AM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - [REDACTED]

Service Request [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: 02/27/2017 09:01:03 AM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 02/27/2017 09:04:54 AM	Type: Part Information	Sub Type: Part Maintenance
Area: MB Cars		
Detail Code:		
Summary: A [REDACTED]		
[REDACTED]		
[REDACTED]		

Activity Information

Service Request [REDACTED]

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: NY	Agent Phone: [REDACTED]
Open: 12/16/2016 05:29:44 PM	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: 32000		

Issue Code/ Summary

Date Closed: 12/29/2016 11:54:10 AM	Type: Complaint	Sub Type: Dealer Parts
Area: Customer Advocacy		
Detail Code: Leaks,Part on Backorder		
Summary: backordered part repair completed 12/23/2016		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/29/2016 11:53:04 AM	General	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

backordered part

PART#-2 [REDACTED]

PARAGON # 10 [REDACTED]

SP CASE # 00 [REDACTED]

ETA at dealer 12/26/2016; repair completed 12/23/2016

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/29/2016 11:50:24 AM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

ServM Bill Fitzpatrick called & advises that the part came in and the vehicle was picked up on 12/23/2016.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/29/2016 11:31:55 AM	Call - Outbound	Done						

Activity Comment:

Called ServM Dan Rothstein - left a V/M for a call back with an update on the repair.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 03:45:49 PM	Call - Inbound	Done						

Activity Comment:

Called customer and advised that the part is being shipped and is expected sometime next week - dealer anticipates the repair will be completed next week.

Work with the dealer related to the reimbursement of a rental vehicle.

Customer is satisfied.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 03:32:12 PM	Call - Outbound	Done						

Activity Comment:

called customer at & left a V/M for a call back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 02:48:40 PM	Call - Inbound	Done						

Activity Comment:

ServM called in - CVOM authorized a rental vehicle.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 02:11:19 PM	Email - Outbound	Done						

Activity Comment:

to aom & servM

Activity Comment:

From: [REDACTED].com]

Sent: Monday, December 19, 2016 1:34 PM

To: [REDACTED]

Subject: [REDACTED]

PART# [REDACTED]

PARAGON # [REDACTED]

ETA CASE # [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/19/2016 01:36:30 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Took warm transfer & spoke with customer.

-looking for an update on the part & repair.

-dealer offered to cover a rental vehicle but would not put anything in writing.

-considering purchasing another vehicle but dealer only offered him \$17,000 for a vehicle he paid about \$28,000.

I advised: we are researching to part to see what can be done to expedite it.

He will hear something further.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/19/2016 01:34:15 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Cust called requesting to speak with ERM Lois. Writer warm transfered cust to ERM.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/19/2016 12:35:55 PM	Email - Outbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hello [REDACTED],

[REDACTED]

2016 Metris with 32,000 miles

Customer requests assistance with part that isn't available for a month

Also, there is a smell of coolant about the vehicle.

Customer states that this his work vehicle and needs repair ASAP.

Looking for update on the repairs.

Need backordered part

Part #

Paragon #

SP#

ETA

Please advise.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 12:25:43 PM	Call - Outbound	Done						

Activity Comment:

Called ServM B Fitzpatrick & left a V/M for a call back with info,

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 10:44:31 AM	Call - Outbound	Done		Aaron Gibson				

Activity Comment:

Called customer who states that this is a Metris - had to take to (lives in VT).

-there is a fuel leak - towed to dealer 12/15/2016.

-dealer advises that the part isn't available and it will be a month.

-a coolant odor when parked (hs been topping off the coolant).

-customer states he is a contractor and had to rent a vehicle for his business (paying \$69 day for a rental) which it isn't really working for him.

-dealer told him that they may be able to assist with a rental.

I advised:

-MBUSA will honor the warranty.

-defined my role as a EFM

-will reach out to dealer & internally on his behalf about the part.

-keep in contact with the dealer for updates.

(no mention of BB in my conversation)

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2016 10:18:55 AM	Call - Outbound	Done						

Activity Comment:

Called Customer at (802) 777-0446 & left a V/M for a call back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/16/2016 05:32:51 PM	Call - Inbound Documentation	Done						

Activity Comment:

Customer called in stating the following:

-vehicle was leaking fuel from the bottom of it

-vehicle will need to be sitting for over a month at the dlr till the part needed to become ready to be ordered

-Parts aren't manufactured yet to fix the issue

-vehicle broke down before and was at the dlr for a week

-previously he was driving on the highway and the vehicle stalled out on him

Customer is looking for a rental vehicle or a solution for the situation

The service manager offered to trade in the vehicle and he was offered \$17,000 as a current value of his current vehicle

Writer informed customer that an ERM will reach out to him within the next 24 business hours

Service Request [REDACTED] (Vehicle Owner:Gibson Aaron)

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: VT	Agent Phone: [REDACTED]
Open: 12/15/2016 11:46:01 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: W [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 32000		

Issue Code/ Summary

Date Closed: 12/17/2016 05:03:30 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: keeler in albany		
gas spilling out of car		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/16/2016 05:29:24 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

look new SR

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/16/2016 05:29:01 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/15/2016 12:15:52 PM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/15/2016 12:07:25 PM	RAP Override-extra mile	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Reason: only dealer that is able to service vehicle, spoke with TL PJ

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/15/2016 11:54:25 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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

Customer status or information about circumstance:

Will the transmission go into neutral: yes

Is the steering locked and if yes, are the front wheels turned or facing straight?: not locked

Has an MB RAP Tech been on site:

Will someone be with the vehicle for the tow: yes

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

Is Customer at home?

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

Is the car in a parking garage/ or home garage (What is clearance?)

Dealer Overnight Dropbox: Yes

Location of drop box: Drop box is right outside the entrance t

Dealer Servicing Hours:

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

What is height & weight of the Sprinter? 6ft

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/15/2016 11:46:01 AM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - [REDACTED]

Service Request

Service Request ID: 1	Vehicle Location Street:	Agent Name:
Last Name:	City:	Agent ID:
First Name:	State: VT	Agent Phone:
Open: 10/30/2015 04:30:46 PM	Zip Code: 0	Agent Email:
Status: Closed	Phone:	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 10/30/2015 04:56:24 PM	Type: Complaint	Sub Type: Dealer Parts
Area: Customer Care		
Detail Code: Parts Availability		
Summary: trailer hitch ready		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
	1	10/30/2015 04:54:50 PM	Call - Inbound	Done						

Activity Comment:

Cust:

- purchased veh and advised "trailer hitch ready".
- needs wiring, Dlr sent harness but needs additional pieces
- not sure if Dlr is able to assist

Writer;

- advised notes indicate Dlr reached out to parts assistance center and they are working on this

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		10/30/2015 04:30:46 PM	Call - Inbound	Done						

Activity Comment:

Inbound Call -

[REDACTED]

Service Request [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: 10/30/2015 04:13:58 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 11/04/2015 02:30:34 PM	Type: ETA	Sub Type: Part Number Info
Area: MB Cars		
Detail Code:		
Summary: [REDACTED]		
99//125/40		
A4475406131		
A4479006304		
A4475406236		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/04/2015 02:29:37 PM	Email - Outbound	Done		David [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[THREAD ID [REDACTED]]

Hi [REDACTED],

PT stated,

we do not use group 99 . look in ODUS .

also try [REDACTED]

[REDACTED], will not be added in paragon.

take care,

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	10/30/2015 04:57:22 PM	Email - Outbound	Done		D [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[THREAD ID [REDACTED]]

Hi Dave,

PT stated,

tell dealer we do not use group 99 . look in ODUS .

also try S [REDACTED] .

take care,

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	10/30/2015 04:42:07 PM	Reply PT	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

tell dealer we do not use group 99 . look in ODUS .

also try [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		10/30/2015 04:16:37 PM	Follow-up PT	Done						

Activity Comment:

99//125/40

please add

thanks,

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
	1	10/30/2015 04:13:59 PM	Call - Inbound	Done						

Activity Comment:

Inbound Call - Log -