



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: 10/08/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 10286.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: VIN DEVERS, INC.
Sale At Dealer:		Last Servicing Dealer: VIN DEVERS, INC.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/08/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 10286.0000000	Fuel:	Radio Code:
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Mile: 10286.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: VIN DEVERS, INC.
Sale At Dealer:		Last Servicing Dealer: VIN DEVERS, INC.

Service Request [REDACTED] (Vehicle Owner: [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: 01/19/2018 04:02:07 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: 10300		

Issue Code/ Summary

Date Closed: 01/22/2018 01:52:12 PM	Type: Complaint	Sub Type: Dealer Service
Area: Customer Advocacy		
Detail Code: Odor,Metallic noise,Problem Not Found,Problem Recurring		
Summary: fuel odor, brake noise, problem recurring		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/22/2018 01:50:20 PM	Email - Outbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**From:** [REDACTED]**Sent:** Monday, January 22, 2018 1:50 PM**To:** [REDACTED]m>**Subject:** FYI from the CAC - [REDACTED]

Hello [REDACTED],

Please keep an eye out for the following vehicle. The customer has been working with Silver Star but plans to bring it to Manhattan for a second opinion.

The customer claims that:

- The brakes make a grinding noise but Silver Star said he has 75% left on the pads and it is the calipers rubbing on the rotors, he thinks something should be done before it causes damage or premature wear but Silver Star told him there is nothing they can do
- There is a fuel odor in the cabin during cold starts, the van has been to Silver Star twice for this issue but it is still continuing and they want him to bring it back in

Contact Information**Name:** [REDACTED]**Street Address:** [REDACTED]**City:** [REDACTED]**State:** NY**Zip Code:** [REDACTED]**Home Phone:** [REDACTED]**Work Phone:****Cell Phone:** [REDACTED]**Vehicle Information****Franchise:** Sprinter**Vin:** [REDACTED] 6**Year:** 2016**Model:** M1CA126**Color:** Arctic White**Mileage:** 10300

Thanks,

Joe Tzortzinis**Executive Referral Manager****Mercedes-Benz USA, LLC****Three Mercedes Drive****Montvale, NJ 07645 USA****Tel. (201) 476-6299****Joe.Tzortzinis@MBUSA.com**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/22/2018 01:18:46 PM	Call - Outbound	Done		[REDACTED]	J. [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

(347) 417-0175 - Customer stated:

- smells gasoline in cabin on cold start in the morning
- dealer attempted to fix it twice but he still smells it and they want him to bring it back
- asked Dlr to check grinding from the brakes
- was told he has 3/4 left on pads but that the caliper is touching the rotors
- thinks something should be done about it
- has 2 GLS, buying another GLS soon
- wants to go to another dealer
- will go to Manhattan
- what should they do if Manhattan won't do anything about the sound?

Writer stated:

- we rely on dealer's to diag and repair the vehicle
- if there was a warranted repair dealer would have no reason not to proceed
- writer is not able to overturn dealer diagnosis
- warranty is valid at any authorized dealer
- if 2 dealers do not find a need for repair there would be no further action
- they will reach out to MBM to advise that customer is calling

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/22/2018 01:15:58 PM	General	Done						

Activity Comment:

Vehicle No: 2

Owner No: 2

Used 2/17/2016

WSD: 10/8/2015

Customer Pay: \$715

Prior Goodwill: \$0

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/19/2018 04:04:44 PM	Call - Inbound Documentation	Done						

Activity Comment:

██████ states brakes are grinding and dealer is not able to assist, client states also that when start vehicle in am, smell fuel.

client states dont feel comfortable with brakes grinding, calipers he states are touching each other "feels something is wrong with vehicle", he cant believe "nothing can be done", as Ed dealer states.

advise client will receive call monday to see how we can resolve issue