



Legal C1C Report

Customer Information

Customer: James J Drespling	Address: 860 North Ave Springfield PA 190643720 USA
Home Phone: (215) 431-7897	Cell Phone: Work Phone:

Vehicle Information

Vin: WD3PG2EA3G3095809 Short VIN: G3095809 Franchise: SPNR Model: M1CA126 Mile: 46409.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Obsidian Black Interior Color: VU9 Engine: 27492030523997 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72299414040938 Warranty Start Date: 11/24/2015 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: WD3PG2EA3G3095809 Short VIN: G3095809 Franchise: SPNR Model: M1CA126 Mile: 46409.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Obsidian Black Interior Color: VU9 Engine: 27492030523997 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72299414040938 Warranty Start Date: 11/24/2015 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: WD3PG2EA8H3329492 Short VIN: H3329492 Franchise: SPNR Model: MMCA2G Mile: 458.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2017 Exterior Color: Interior Color: Engine: 27492031115476 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72299414382369 Warranty Start Date: 11/15/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: WD3PG2EA8H3329492	Year: 2017	Status: NORMAL
Short VIN: H3329492	Exterior Color:	Transmission: 72299414382369
Franchise: SPNR	Interior Color:	Warranty Start Date: 11/15/2017
Model: MMCA2G	Engine: 27492031115476	Roadside Ext Date:
Mile: 458.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Service Request 1-523527615 (Vehicle Owner:James J Drespling)

Service Request ID: 1-523527615	Vehicle Location Street: 860 North Ave,	Agent Name: Ibrahim Abusaid
Last Name: Drespling	City: 860 North Ave,	Agent ID: IABUSAI
First Name: James	State: PA	Agent Phone:
Open: 11/18/2016 06:33:07 PM	Zip Code: 190643720	Agent Email: ibrahim.abusaid@mbusa.com
Status: Closed	Phone: (610) 544-0105	

Vehicle Information

Vin: WD3PG2EA3G3095809	Year: 2016	Model: M1CA126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 16000		

Issue Code/ Summary

Date Closed: 11/18/2016 06:46:39 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Odor		
Summary: Fuel		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-523527615	1523527634	11/18/2016 06:36:12 PM	Call - Inbound Documentation	Done		James Drespling	IABUSAI	Ibrahim Abusaid		ibrahim.abusaid@mbusa.com

Activity Comment:

Customer called in stating that he smelled Fuel odor and took the vehicle to the dealership who stated that the fuel system needs repair bcz the vehicle was overfilled with fuel.

-dlr stated that the SA stated that the cause of the damage is that the vehicle was over filled with fuel and there is a note by the gas cap door not to overfill the vehicle

-estimate repair cost \$1,180

Writer stated that this will be customer responsibility

Customer also stated that the mirrors are too small to see the blind spots

-writer informed customer that the concern will be documented

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-523527615	1523527616	11/18/2016 06:33:07 PM	Call - Inbound	Done			IABUSAI	Ibrahim Abusaid		ibrahim.abusaid @mbusa.com

Activity Comment:

Inbound Call - Log - ANI=6782796833 | DNIS = 6247| Data_A=2154317897| Data_B=6105440105| Data_C=101| Data_D=6393| Data_E= |Time-11/18/2016 6:33:06 PM |CH-156

Service Request 1-400041069 (Vehicle Owner:James J Drespling)

Service Request ID: 1-400041069	Vehicle Location Street:	Agent Name: John O'Brien
Last Name: Dexter	City:	Agent ID: JOBRIEN
First Name: David	State:	Agent Phone: (201) 802-2164
Open: 01/27/2016 02:47:40 PM	Zip Code:	Agent Email: john.o'brien@mbusa.com
Status: Closed	Phone:	

Vehicle Information

Vin: WD3PG2EA3G3095809	Year: 2016	Model: M1CA126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 02/01/2016 02:58:14 PM	Type: ETA	Sub Type: Part Number Info
Area: MB Cars		
Detail Code:		
Summary: Please specify control unit INSTRUMENT CLUSTER A4479008706."		
WD3PG2EA3G3095809		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400801420	02/01/2016 02:56:02 PM	Call - Outbound	Done			JOBRIEN	John O'Brien	(201) 802-2164	john.o'brien@mbusa.com

Activity Comment:**Outbound Call to ->610-688-7905**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400801414	02/01/2016 02:55:30 PM	Call - Outbound	Done			JOBRIEN	John O'Brien	(201) 802-2164	john.o'brien@mbusa.com

Activity Comment:**Outbound Call to ->610-688-7905**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400766617	02/01/2016 11:39:49 AM	Reply PT	Done		David Dexter	JOBRIEN	John O'Brien	(201) 802-2164	john.o'brien@mbusa.com

Activity Comment:

XSF answer: "the part number for the instrument cluster is A4479008706."

Sent to be extended. - Rich

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400170583	01/28/2016 10:15:11 AM	Follow-up Germany	Done		David Dexter	HBEUKEM	Henry Beukema	(201) 573-2713	henry.beukema@mbusa.com

Activity Comment:

2357424 xsf sent.- Hank

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400170539	01/28/2016 10:14:38 AM	Reply PT	Done		David Dexter	JOBRIEN	John O'Brien	(201) 802-2164	john.o'brien@mbusa.com

Activity Comment:

Message 2357424 sent. Will advise.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400041283	01/27/2016 02:55:02 PM	Follow-up PT	Done		David Dexter	HBEUKEM	Henry Beukema	(201) 573-2713	henry.beukema@mbusa.com

Activity Comment:

Please specify control unit INSTRUMENT CLUSTER

WD3PG2EA3G3095809

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-400041069	1400041070	01/27/2016 02:47:41 PM	Call - Inbound	Done			JOBRIEN	John O'Brien	(201) 802-2164	john.o'brien@mbusa.com

Activity Comment:

Inbound Call - Log - ANI=6106871500 | DNIS = | Data_A=6106871500| Data_B=| Data_C=311| Data_D=| Data_E= |Time-1/27/2016 2:47:36 PM |CH-9570

Service Request 1-1014291283 (Vehicle Owner:James J Drespling)

Service Request ID: 1-1014291283	Vehicle Location Street:	Agent Name: Arash Safavi
Last Name: Drespling	City:	Agent ID: SAFAVIA
First Name: James	State:	Agent Phone:
Open: 12/22/2017 01:59:27 PM	Zip Code:	Agent Email: arash.j.safavi@mbusa.com
Status: Closed	Phone: (215) 431-7897	

Vehicle Information

Vin: WD3PG2EA3G3095809	Year: 2016	Model: M1CA126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 46376		

Issue Code/ Summary

Date Closed: 12/22/2017 02:10:37 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Warranty Coverage		
Summary: flex pipe/emissions warranty		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1014291283	11014303143	12/22/2017 02:07:31 PM	Call - Inbound	Done		James Drespling	SAFAVIA	Arash Safavi		arash.j.safavi@mbusa.com

Activity Comment:

Customer calling in stating that his flex pipe on metris is malfunctioning and needs it replaced however the 3 year/36,000 mile period is up due to mileage.

Recomended customer contact service manager at dealership with regards to the metris van flex pipe no longer falling under warranty

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1014291283	11014291289	12/22/2017 01:59:27 PM	Call - Inbound	Done		James Drespling	SAFAVIA	Arash Safavi		arash.j.safavi@mbusa.com

Activity Comment:

Inbound Call - Log - ANI = 2154317897