



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:		

Vehicle Information

Vin: WD3PG2EA	Year: 2016	Status: NORMAL
Short VIN: G3134401	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/29/2016
Model: M1CA126	Engine: 27492030479165	Roadside Ext Date:
Mile: 24913.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: ENTERPRISE MOTORCARS, INC.
Sale At Dealer:		Last Servicing Dealer: ENTERPRISE MOTORCARS, INC.

Vin: WD3PG2EA	Year: 2016	Status: NORMAL
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Model: M1CA126	Engine: 27492030479165	Roadside Ext Date:
Mile: 24913.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: ENTERPRISE MOTORCARS, INC.
Sale At Dealer:		Last Servicing Dealer: ENTERPRISE MOTORCARS, INC.

Service Request 1-537034578 (Vehicle Owner:Paul W D'Anna)

Service Request ID: 1-537034578	Vehicle Location Street:	Agent Name:
Last Name: D'Anna	City:	Agent ID:
First Name: Paul	State:	Agent Phone:
Open: 12/02/2016 05:45:36 PM	Zip Code:	Agent Email:
Status: Closed	Phone:	

Vehicle Information

Vin: WD3PG2EA [REDACTED]
 Color: Arctic White
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 12/02/2016 05:53:24 PM
 Area: Customer Care
 Detail Code: Web Site
 Summary: MBFS

Type: Inquiry

Sub Type: Mercedes-Benz Financial

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-537034578	1537034649	12/02/2016 05:50:05 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Customer called in stating that he is trying to login to MBFS online to get the ebills

Writer warm transferred customer to [REDACTED] from MBFS

Customer stated that he doesn't need help any more. He found it

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-537034578	1537034579	12/02/2016 05:45:36 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=9203398185 | DNIS = 6393 | Data_A=9203398185 | Data_B=9203090881 | Data_C=101 | Data_D=6393 | Data_E= | Time-12/2/2016 5:45:28 PM | CH-423

Service Request 1-1019096322 (Vehicle Owner:Lee J D'Anna)

Service Request ID: 1-1019096322	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED],	Agent ID: [REDACTED]
First Name: [REDACTED] [REDACTED]	State: [REDACTED] [REDACTED]	Agent Phone: [REDACTED] [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: WD3PG2EA3[REDACTED]1	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 01/02/2018 05:36:25 PM	Type: Complaint	Sub Type: Vehicle
Area: Customer Advocacy		
Detail Code: Odor		
Summary: Fuel Odor		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1019096322	11023633038	01/02/2018 05:16:01 PM	Call - Outbound	Customer Reached		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Customer:**

Started to smell gas when it started to get very cold out

Smell was intermittent

Dealer identified concern and have ordered parts and remedied issue

Customer asked to have his concerns documented within MBUSA

Writer:

Explained role for writer/dealer/mbusa

Appreciated feedback

Explained role of dealer in detail and resources available to them
 Advised will document his concerns within MBUSA on his behalf

Customer appreciated feedback and call was mutually ended

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1019096322	11019096328	12/28/2017 06:15:13 PM	Note	Done						

Activity Comment:

round robined to the the central region ERM.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1019096322	11019096325	12/28/2017 06:11:51 PM	Call - Inbound	Done						

Activity Comment:

left a V/M that another customer, , had given him my telephone number.

-customer claims that there is a gas smell from his Metris and requested a call back to .

I called the cutomer back and left a V/M that I was returning his call.

I suggested that customer call back at the 800 # for assistance.