



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] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 42586.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2013 Exterior Color: Black Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 01/23/2013 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS Last Servicing Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 42586.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2013 Exterior Color: Black Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 01/23/2013 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS Last Servicing Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 18025.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2014 Exterior Color: Polar White Interior Color: 111 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 07/29/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF ST. CLAIR SHORES Last Servicing Dealer:

Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 07/29/2014
Model: E350W	Engine: [REDACTED]	Roadside Ext Date:
Mile: 18025.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF ST. CLAIR SHORES
Sale At Dealer:		Last Servicing Dealer:
Vin: [REDACTED] 1	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Iridium Silver	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 03/18/2014
Model: ML350W2	Engine: 2 [REDACTED]	Roadside Ext Date:
Mile: 15554.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF HOUSTON GREENWAY
Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Iridium Silver	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 03/18/2014
Model: ML350W2	Engine: 2 [REDACTED]	Roadside Ext Date:
Mile: 15554.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF HOUSTON GREENWAY
Vin: [REDACTED]	[REDACTED]	[REDACTED]
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 03/25/2017
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 20033.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 03/25/2017
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 20033.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BEVERLY HILLS

Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 07/29/2014
Model: E350W	Engine: [REDACTED]	Roadside Ext Date:
Mile: 18025.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF ST. CLAIR SHORES
Sale At Dealer:		Last Servicing Dealer:

Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Iridium Silver	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 03/18/2014
Model: ML350W2	Engine: [REDACTED]	Roadside Ext Date:
Mile: 15554.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEVERLY HILLS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF HOUSTON GREENWAY

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

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone:
Open: 01/29/2018 04:27:46 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: W [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 01/29/2018 04:44:05 PM	Type:	Sub Type:
Area: Customer Care		
Detail Code:		
Summary: See SR [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	11050290668	01/29/2018 04:27:46 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI



Service Request [REDACTED] Vehicle Owner: [REDACTED])

Service Request ID: 1 [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: 01/26/2018 07:09:23 PM	Zip Code: [REDACTED]	Agent [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 19000		

Issue Code/ Summary

Date Closed: 01/30/2018 11:42:11 AM	Type: Complaint	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Cannot be filled up properly,Fuel leakage when refueling,Leaks		
Summary: Metris: Fuel Odor		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/30/2018 11:41:31 AM	Email - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Good Morning [REDACTED],

I advised him I would reach out on his behalf and request a dealer call back directly to him on this matter. We've spoken to his request regarding compensation and advised MBUSA would not compensate him due to loss of review due to the failure of part. I did invite him to follow up with me once the repairs are done to see if some form of a small gesture can be extended.

He states that when he spoke to you that he was told the part would be coming in this week but I advised, per OUR conversation, that we are expecting an update this week regarding the part.

Regarding the loaner, can you advise him where the dealer stands on loaner and convey this to the owner.

Sincerely,

██████████
 Executive Referral Manager
 Western & Southern Region
 Customer Assistance Center
 Mercedes-Benz USA, LLC
 Montvale, NJ 07645

██████████m

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████2	██████████	01/30/2018 11:36:53 AM	Email - Inbound	Done			██████████	██████████	██████████	██████████

Activity Comment:

██████████

Unfortunately Metris loaners are not available as they are commercial vehicles, we cannot accommodate based on usage configuration.

Thanks,

██████████

Service Consultant, Keyes European
 5400 Van Nuys Blvd., Van Nuys, CA 91401

████████████████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	01/29/2018 04:51:00 PM	Email - Outbound	Done			██████████	██████████	██████████	██████████

Activity Comment:

Hi ██████████,

cc: Srv Mgr ██████████

I'm following up on our conversation regarding Mr. and Mrs. ██████████ 2016 Metris. I just spoke with Mr. ██████████ and advised that we would respectfully decline his request for compensation due to lost wages because the vehicle is in for repairs. I did invite him to call me once the repairs are completed to see if a small gesture may be available

once everything is done.

The owner states that he was not offered the option of a loaner since the work was originally only a few days but now they're looking at a week plus. He is interested in the option so I offered to reach out on his behalf and have you follow up with him to see if a loaner is possible. [REDACTED] was not the happiest to hear this but did accept the position and to wait on a call back from [REDACTED]. At your earliest can you contact him to see if a loaner is possible and let me know when he's contacted. Thanks.

Sincerely,

[REDACTED]
Executive Referral Manager
Western & Southern Region
Customer Assistance Center
Mercedes-Benz USA, LLC
Montvale, NJ 07645

W: 2 [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/29/2018 04:41:54 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Customer called stating she had spoken to [REDACTED] but was not satisfied with the conversation Mr. [REDACTED] had with the ERM. Customer repeated her concerns about the safety of the vehicle and the lost wages because of the vehicle being out of service. Customer demanded a callback. Writer advised customer concerns will be forwarded to the ERM.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/29/2018 04:30:54 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

an attempt was made to contact the Srv [REDACTED] who was not available.

I left [REDACTED] an v/m advising an email is to follow.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/29/2018 04:02:11 PM	Call - Outbound	Done		[REDACTED]	DELOSS	[REDACTED]	[REDACTED]	[REDACTED] @mbusa.com

Activity Comment:

I contacted Mr. [REDACTED] who states he called in the complaint and confirmed the current part delay. He expressed his dissatisfaction stating every day the car is down he loses money and wants to know if mbusa is going to pay him for the lost money. He states that this will be his last Mercedes and will look to get rid of it since all the dealer has said is wait. He wasn't offered a loaner and feels this is bad customer service.

I apologized to hear of his experience i offered to reach back out to his Adv. Hec and have him look into any loaner availability. I advised that in respect to the lost wages MBUSA would not be responsible for any lost wages or fees due to the vehicle being in for service. However, I would like have the dealer complete the work and then continue our conversation to see if any small gesture may be possible.

[REDACTED] stated he will wait to hear back from the dealer on the loaner he took down my number and we mutually ended the call.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/29/2018 03:53:30 PM	Call - Outbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Per Srv Adv. [REDACTED] the car car in on Friday they have a fuel hose on back order. This is the same part that is on the C300 which is also on backorder. He recently spoke to his parts mgr who believes they may have an update this week on it but are not able to commit to that.

i thanked [REDACTED] and advised I would contact the owner to invite him to continue working with the dealer and allow us to revisit his request once the repairs are completed.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/26/2018 07:15:44 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

complaint fuel leak on van, no notification from the vehicle, customer has been smelling fuel in the cabin and around the vehicle since they picked up, was originally told is a new vehicle will disappear by dealer purchased from MB Bev Hills. Service at [REDACTED] inspected vehicle a few months later and advised the vehicle has a fuel leak, parts ordered, still down for repair after 5 days for back ordered part/fuel supply hose.

Cust is very concerned about brothers & family safety, they use vehicle for his appliance business, Caller states this is dangerous for her family - Service advised caller should not be driving vehicle due to the danger of fumes. Caller is disappointed in the MB product and the danger caused her family. Caller is looking for some type of compensation for the fuel lost due to leakage. SA [REDACTED], Advised of ERM callback in 24 business hours.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/26/2018 07:09:23 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - ANI = 8 [REDACTED]

Service Request

Service Request ID: [REDACTED] 87	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED],	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 01/25/2018 01:11:08 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: [REDACTED]		

Issue Code/ Summary

Date Closed: 01/25/2018 01:26:58 PM	Type: Complaint	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Reimbursement		
Summary: [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/25/2018 01:26:37 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

writer left vm for gary in the finance dept to reach out to customer

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/25/2018 01:25:26 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

cust stated she processed her elw cancellation at MB of BH check was supposed to go to MBFS

mbfs still hasnt recieved anything cust is requesting a status

writer confirmed elw was cancelled stated will reach out to finance mgr on cust behalf

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/25/2018 01:11:08 PM	Call - Inbound	Done						

Activity Comment:**Inbound Call - Log - ANI =**