



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

Vehicle Information

Vin: [REDACTED]	Year: 2010	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VH5	Warranty Start Date: 01/31/2011
Model: M2CA170E	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 118991.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: N	Preferred Dealer: [REDACTED]	Last Selling Dealer: MERCEDES-BENZ OF HOFFMAN ESTATES
Sale At Dealer: [REDACTED]		Last Servicing Dealer: [REDACTED]
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/24/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 7136.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: Y	Preferred Dealer: [REDACTED]	Last Selling Dealer: MERCEDES-BENZ OF HOFFMAN ESTATES
Sale At Dealer: [REDACTED]		Last Servicing Dealer: MERCEDES-BENZ OF HOFFMAN ESTATES
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/24/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 7136.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: Y	Preferred Dealer: [REDACTED]	Last Selling Dealer: MERCEDES-BENZ OF HOFFMAN ESTATES
Sale At Dealer: [REDACTED]		Last Servicing Dealer: MERCEDES-BENZ OF HOFFMAN ESTATES

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]ry	State:	Agent Phone: [REDACTED]
Open: 12/13/2016 01:58:34 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED] 5461	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility:
Miles:		

Issue Code/ Summary

Date Closed: 12/14/2016 04:52:33 PM	Type:	Sub Type:
Area: Customer Advocacy		
Detail Code:		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/14/2016 04:52:08 PM	Call - Inbound	Done		Dimitry K [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

see other SR, response already provided

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/12/2016 12:34:11 PM	White Mail - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

atty demand dated 12/2/2016

Attachment(s): 2 Service Request ID: [REDACTED] Activity ID: [REDACTED]

Service Request [REDACTED] (Vehicle [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: 12/01/2016 01:31:58 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility:
Miles: 7136		

Issue Code/ Summary

Date Closed: 12/09/2016 05:20:23 PM	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Advocacy		
Detail Code: Display error		
Summary: atty demand		
[REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/09/2016 05:17:22 PM	White Mail - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

declined letter sent

Attachment(s): 1 Service Request ID: [REDACTED] Activity ID: [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED] 43	12/09/2016 05:17:14 PM	Buy Back Declined	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Yes, please

[REDACTED]
Aftersales Operations Manager

Market 1A – Central Region
[REDACTED]

MBUSA | Facebook | YouTube | Twitter | G+ | Pinterest | Linked in | Instagram

~ Wichtig: Die Information die in dieser Sendung enthalten ist, ist vertraulich und eigentümlich geschützt und ist nur für den beabsichtigten Empfänger. Nicht autorisierter Gebrauch wird ausschließlich verboten. Wenn Sie diese Sendung irrtümlich empfangen haben, teilen Sie dies bitte sofort dem Absender per Telefon oder elektronische Mail mit und bestätigen Sie, daß Sie diese Sendung gelöscht haben. Vielen Dank.

If you are not the intended addressee, please inform us immediately that you have received this e-mail in error, and delete it. We thank you for your cooperation.

From: [REDACTED] (171)

Sent: Friday, December 09, 2016 3:42 PM

To: [REDACTED]

Subject: RE: [REDACTED]

Shall I send decline?

[REDACTED]
Customer Retention Manager

Mercedes-Benz USA, LLC

3 Mercedes Drive Montvale, NJ 07645

Desk [REDACTED]

From: [REDACTED] (171)

Sent: Thursday, December 08, 2016 6:02 PM

To: [REDACTED]

Subject: RE: [REDACTED]

Vehicle is not currently in the dealer.

Sent from my Windows Phone

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/08/2016 04:39:24 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hey there!

Attached is an attorney buyback demand for a cargo Sprinter out of Hoffman Estates. Looks like it is owned by a business ([REDACTED]) warranty start date of 10/24/2015. Commercial vehicles over 8,000 lbs GVW do not qualify under IL lemon law...

Thoughts?

[REDACTED]

Customer Retention Manager

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/08/2016 04:30:33 PM	White Mail - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

atty ack letter sent

Attachment(s): 1 Service Request ID: [REDACTED] Activity ID: [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/08/2016 04:30:25 PM	Buy Back Request	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] m

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/01/2016 01:32:31 PM	White Mail - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

atty bb demand dated 11/9/2016

Attachment(s): 1 Service Request ID: [REDACTED] ID: [REDACTED]

Service Request [REDACTED] (Vehicle [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: IL	Agent Phone: [REDACTED]
Open: 11/15/2016 06:06:58 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: 10000		

Issue Code/ Summary

Date Closed: 11/17/2016 05:10:43 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Odor		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/15/2016 06:22:04 PM	Tow Notification	System Closed		Dimitry [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]	11/15/2016 06:11:59 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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

Will the transmission go into neutral: YES

Is the steering locked and if yes, are the front wheels turned or facing straight?: NO

Has an MB RAP Tech been on site: NO

Will someone be with the vehicle for the tow: YES

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

Is Customer at home?YES

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

Is the car in a parking garage/ or home garage (What is clearance?)NO

Dealer Overnight Dropbox: Yes

Location of drop box:front of serv dept

Dealer Servicing Hours:

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

What is height & weight of the Sprinter?

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		11/15/2016 06:09:34 PM	Call - Inbound	System Closed						

Activity Comment: