



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: ML320CDI Mile: 95855.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2008 Exterior Color: Arctic White Interior Color: 144 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 09/10/2008 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF HOUSTON GREENWAY Last Servicing Dealer: MERCEDES-BENZ OF HOUSTON GREENWAY
Vin: [REDACTED] 79 Short VIN: G3091179 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 10/21/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF WICHITA Last Servicing Dealer: MERCEDES-BENZ OF WICHITA
Vin: [REDACTED] Short VIN: G3133094 Franchise: SPNR Model: M1CA126 Mile: 104490.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 11/26/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF WICHITA Last Servicing Dealer: MERCEDES-BENZ OF WICHITA

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 11/26/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 104490.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WICHITA
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WICHITA
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/21/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WICHITA
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WICHITA
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 06/30/2017
Model: MMWC2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 70485.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WICHITA
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WICHITA
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 06/30/2017
Model: MMWC2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 70485.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WICHITA
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WICHITA

Service Request [REDACTED]

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone:
Open: 12/19/2017 03:16:44 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED] 684	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 104000		

Issue Code/ Summary

Date Closed: 12/19/2017 03:19:32 PM	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Care		
Detail Code: Leaks		
Summary: see [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/19/2017 03:19:07 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

referral to ERM see [REDACTED]

Service Request 1 [REDACTED] (Vehicle [REDACTED])

Service Request ID: 1 [REDACTED]	Vehicle Location Street: [REDACTED] d Ct,	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED],	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 12/19/2017 02:50:29 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED] 684	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 104000		

Issue Code/ Summary

Date Closed: 12/27/2017 06:14:13 PM	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Care		
Detail Code: Leaks		
Summary: Fuel pump leaks 3 veh from 2016-17 Orig owner as of 11/25/2016 @ MB-Wichita Brand: Plat/\$98,074.00 CP: \$4,772 ELW exp: 11/25/2023 or 120,000 miles Current miles: 104,000 miles		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/27/2017 06:12:18 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] @mbusa.com

Activity Comment:

IMPORTANT:

When responding, please “reply with history” as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the THREAD ID associated with this e-mail when responding.

[THREAD ID: 1-GU5717]

Hello Amanda,

Here is the information needed for [REDACTED] and their [REDACTED]). We have authorized a C1A goodwill gesture in the amount of \$283.79 towards the repair of this vehicle.

Warranty Administrator should submit this claim as follows:

- Repair Order Open Date should be the date the activity# was created:12/27/2017 06:11:45 PM
- In the DTC field enter: [REDACTED]
- Do NOT click the DSA button in the claims system
- Claim DOES NOT require AOM authorization
- Use Damage code 21804
- Amount: \$283.79to be claimed in sublet
- If the Repair Order goes into error, ensure correct Activity# is claimed and amount matches prior to opening an online case
- If amount exceeds authorized amount, either reduce the amount of the claim or contact me if there is a discrepancy with the amount

If you have any additional questions regarding the submission of this claim, please contact Warranty Services Group (WSG) online case. Should you have any questions or concerns regarding the specifics of the case/amounts please reach out to myself.

Regards,

Vanessa

Exe...

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/27/2017 06:11:45 PM	C1A - Repair Assistance	Done						

Activity Comment:

Hello ,

The warranty total for the repair is \$283.79

Thank you!

– Sprinter Service Advisor

Mercedes-Benz of Wilsonville

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
	55623	12/20/2017 03:58:50 PM	Email - Outbound	Done						

Activity Comment:

Writer emailed SM and SA re offer made to cst.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/20/2017 01:53:35 PM	Goodwill Offer	Customer Reached						

Activity Comment:

, Writer called cst introduced self/role and explained the follwing:

MBUSA appreciates him giving us an opportunity to look into her concern. MBUSA does rely on dealer for their expertise in veh diagnosis. Dealer takes that information and submits to WSG. The report came back as the item not a covered.

While we cannot make recommendations to dealer on repair from here to qualify for coverage, ERM can take a look into customer history w brand in order to make a 1x GW gesture. MBUSA wold like to cover @ 100% at this time, however going forward, ELW is limited. Not all repairs will be covered.

Cst accepted, he advised work had already been authorized. Writer advised she would update SM.
Call mutually ended.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/20/2017 01:40:16 PM	Call - Outbound	Done						

Activity Comment:

Writer spoke w SM to verify diagnosis/estimate on file and if covered by warranty.

He verified veh is there, diagnosed. Repair not covered by ELW. He added that cst was verbally abusive to dealer, no contribution to repair.

Writer advised that based on brand hist, MBUSA will cover @ 100% as 1x GW gesture.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2017 03:14:19 PM	Call - Inbound	Done						

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2017 03:14:18 PM	Referral Request	Done						

Activity Comment:

Vehicle Symptom/Concerns:fuel line replacement

Has the Vehicle Been to an Authorized MB Dealer For Diagnosis? (Y/N)Y

- If No, Educate & Consider Goodwill criteria Before Requiring Diagnosis (10 yrs. old, 200k miles, no service history)

Repair Estimate Amount: \$636.24

Is the Vehicle Presently at the Dealership? (Y/N)Y

- If Yes, Who is the Service Advisor assigned (if available)?Amanda Watson
- If Yes, How Long Has the Vehicle Been At the Dealership?3 days

Was the Repair Authorized By the Customer? (Y/N)N

Has the Customer Spoken to the Service Manager? (Y/N)Y thru Amanda

- If yes, whom (if available)?-cust does not remember name

Did the Dealer Offer a Discount? (Y/N)N

- If yes, what was the offer?

Manufacturer Warranty Expiration:11/25/2023

REASON FOR REFERRAL to ERM?Platinum cust with fleet of Sprinters had complained about fuel smell 3 times over past year, now dlr advised not covered under warranty

Goodwill Consideration Explained (if applicable): (Y/N)Y

Advised No Guarantees of Assistance: (Y/N)Y

Advised of 24 hour call back from ERM: (Y/N)Y

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/19/2017 03:05:12 PM	Call - Inbound Documentation	Done						

Activity Comment:

-Platinum cust Mr. Norman called about issue with vehicle

-New vehicle purchased in Nove 2016 has been brought to this dlr and the Witchita Ks dlr at least 3 times over the past year with cust complaining about a heavy gas smell/fuel leak
-each time the dlr advised no leak/no fix

-Vehicle now in shop for heavy fuel leak-leaving puddles on floor

-SA Amanda Watson advised cust not covered under warranty cust pay \$636.24

-SA Amanda also told cust that she has ordered 8 sets of fuel lines like the one needed for cust vehicle since this seems to be a common problem in the Sprinter

-Cust wants to know why this "known" problem would not be covered under warranty

-Cust upset as he has been taking the vehicle to the dlrs over the past year for the same issue and now dlr sees the prob and says not covered under warranty

-Cust stated he has three Sprinters in his fleet and is scheduled to purchas a new one but will not do so because of this issue

-Writer explained referral process, NO promise of assist but ERM would review details/contact dlr on behalf of cust and contact cust within 24 hours to update on the issue.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		:50:29 PM	Call - Inbound	Done						

Activity Comment:

Inbound Call - Log - ANI =