



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]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 03/31/2017
Model: MMWC2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 13322.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF FORT WASHINGTON
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF FORT WASHINGTON

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Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF FORT WASHINGTON

Service [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: [REDACTED]	Agent Phone: [REDACTED]
Open: 12/15/2017 02:15:09 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Color: Arctic White
Miles: 13000

Year: 2017
Franchise: SPNR

Model: MMWC2G
Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 12/15/2017 02:35:38 PM
Area: Customer Care
Detail Code: Odor
Summary: Fuel system odor

Type: Complaint

Sub Type: Vehicle Symptom

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/15/2017 02:15:23 PM	Call - Inbound Documentation	Done						

Activity Comment:

Customer stated purchased the vehicle from Atlantic City and there is a fuel odor inside the vehicle, 3 weeks ago noticed fuel on the floor, feels a safety issue. Called the dealership to request a replacement vehicle spoke with SvCA Kevin advised no replacement vehicle, asked to find a replacement vehicle, was advised no. Wants a solution and issue resolved

Writer advised recommended to visit an authorized dealership to have diagnosed, the dealership are independently owned and operated responsible for sales transactions and loaner vehicle policy. Recommended to speak with dealer management to see if a loaner vehicle would be available while vehicle is being serviced.

Customer stated researched shows a know issue with the vehicle, and has a business to run, will need to vehicle while being serviced, research shows parts are not in the US and will need to be ordered

Writer advised the dealership are in the best position to diagnose the vehicle and repair, they has the resources available to address these types of concerns. Can visit another dealership in the area to diagnose and speak with service to see if can provide a loaner. Concerns will be documented.

Customer stated will be going on FB, Yelp, and other social media to advise how bad the Atlantic City dealership is. Will never buy another MB again. Thanked writer and ended the call

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/15/2017 02:15:09 PM	Call - Inbound	Done						

Activity Comment:

Inbound Call - Log - ANI =

