



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: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 03/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 23961.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: RAY CATENA OF UNION LLC
Sale At Dealer:		Last Servicing Dealer: RAY CATENA OF UNION LLC

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 03/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 23961.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: RAY CATENA OF UNION LLC
Sale At Dealer:		Last Servicing Dealer: RAY CATENA OF UNION LLC

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: 01/17/2017 09:31:47 AM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Obsidian Black
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 09/12/2017 12:25:35 PM
 Area: Customer Advocacy
 Detail Code: Leaks
 Summary: fuel smell

Type: Complaint

Sub Type: Vehicle Symptom

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/12/2017 07:02:56 AM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Yes I did Thank You

-----Original Message-----

From: MBUSA_CAC <MBUSA_CAC@mbusa.com>

To: [REDACTED]

Sent: Fri, Sep 8, 2017 3:42 pm

Subject: Message from Mercedes-Benz USA, LLC

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: [REDACTED]]

Hello Mr. [REDACTED]

Just following up with you to be sure you received your compensation check.

Please advise.

Thanks!

Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID: [REDACTED]]

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/08/2017 03:40:58 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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 [REDACTED]]

Hello [REDACTED]

Just following up with you to be sure you received your compensation check.

Please advise.

Thanks!

Regards,

Jenna

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID [REDACTED]]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	08/10/2017 06:50:13 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Thank You

-----Original Message-----

From: MBUSA_CAC <MBUSA_CAC@mbusa.com>

[REDACTED] [REDACTED]

Sent: Thu, Aug 10, 2017 2:47 pm

Subject: Message from Mercedes-Benz USA, LLC

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-FY2OPC]

Dear Mr. [REDACTED] ,

Thank you for your email with statement enclosed.

I have forwarded it for processing.

Please allow 2 to 4 weeks for reimbursement check.

Should you not receive the check by that time, please contact me so I can follow up.

Thanks and have a great day!

Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-FY2OPC]

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]	08/10/2017 02:52:48 PM	Email - Outbound	Done		[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: [REDACTED] (171-Extern-Pinnacle)

Sent: Thursday, August 10, 2017 2:52 PM

To: 'patty.medina@raycatenaunion.com' <patty.medina@raycatenaunion.com>

Subject: [REDACTED] ~ [REDACTED] ~ 1 month lease payment

Hi [REDACTED]. [REDACTED] approved 1 month lease payment compensation for this customer.

Can you fwd this to warranty and have a check sent to the customer at:

Joe [REDACTED]

[REDACTED]

[REDACTED]

Thanks!!

Here is the information needed for [REDACTED] and their [REDACTED] [REDACTED] We have authorized a C1A goodwill gesture in the amount of \$418.35 towards Lease payment compensation.

Warranty Administrator should submit this claim as follows:

- Repair Order Open Date should be the date the activity# was created: 8/10/2017 02:50:56 PM

- In the DTC field enter: C [REDACTED]
- Do NOT click the DSA button in the claims system
- Claim DOES NOT require AOM authorization
- Use Damage code 21804
- Amount: \$418.35 to 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) [REDACTED]. Should you have an

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	08/10/2017 02:50:56 PM	C1A – Lease Payment	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

\$418.35 lease payment compensation

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	08/10/2017 02:44:08 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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-FY2OPC]

Dear Mr. [REDACTED],

Thank you for your email with statement enclosed.

I have forwarded it for processing.

Please allow 2 to 4 weeks for reimbursement check.

Should you not receive the check by that time, please contact me so I can follow up.

Thanks and have a great day!

Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-FY2OPC]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	08/10/2017 01:42:15 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hello Jenna As per our telephone enclosed is my bill statement, you were going issue a check for a months payment. Thanks Joe

-----Original Message-----

From: MBUSA_CAC <MBUSA_CAC@mbusa.com>

To: [REDACTED] <[REDACTED]@aol.com>

Sent: Fri, Jul 28, 2017 1:56 pm

Subject: Message from Mercedes-Benz USA, LLC

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: [REDACTED]]

Dear Mr. [REDACTED] ,

Thank you for taking the time to speak with me today.

Please attach a recent statement of your vehicle payment so that Mercedes-Benz can compensate you for one month's payment.

Please do not hesitate to contact me with any additional questions or concerns you may have at the number below.

Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-FW13PF]

Attachment(s): 3 Service Request ID: 1-635323874 Activity ID: 1FY2ESS

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		08/08/2017 12:36:05 PM	Email - Outbound	Done						

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-F

Dear Mr. ,

Hello. I still have yet to receive the statement so that I am able to put that reimbursement in for you.

Please attach a recent statement of your vehicle payment so that Mercedes-Benz can compensate you for one month's payment.

Please do not hesitate to contact me with any additional questions or concerns you may have at the number below.

Regards,

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-FXPLDB]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		07/28/2017 01:54:59 PM	Email - Outbound	Done						

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-FW13PF]

Dear Mr. ,

Thank you for taking the time to speak with me today.

Please attach a recent statement of your vehicle payment so that Mercedes-Benz can compensate you for one month's payment.

Please do not hesitate to contact me with any additional questions or concerns you may have at the number below.

Regards,

Jenna

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-FW13PF]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/03/2017 04:14:17 PM	General	Done						

Activity Comment:**WSD: 3/31/2016****Original owner****Bronze rank****1 MB****PPM 30K****No customer pay**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/01/2017 10:16:35 AM	Email - Outbound	Done						

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]

Dear Ms. ,

Hello. Just following up to remind you to send in a recent statement that reflects your monthly lease payment so Mercedes-Benz can provide you with a month's payment.

Please attach the statement in reply to this email.

Thanks and have a great day!!

Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-BKSGRI]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/14/2017 02:26:41 PM	Email - Outbound	Done						

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-B7QRLD]

Dear Ms. ,

Thank you for taking the time to speak with me today.

Please attach a recent statement of your vehicle payment so that Mercedes-Benz can compensate you for one month's payment.

Please do not hesitate to contact me with any additional questions or concerns you may have at the number below.

Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-B7QRLD]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/14/2017 02:23:43 PM	Goodwill Offer	Done						

Activity Comment:

ERM called cust to deliver the position that her buyback request was declined, however, as goodwill gesture, she will be compensated with one month lease payment

Cust asked ERM to send email requesting statement as veh is financed not leased

ERM will send email and then customer can attach statement to rec 1 month payment reimbursement

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/14/2017 02:14:58 PM	Email - Inbound	Done						

Activity Comment:

From: (171)

Sent: Tuesday, February 14, 2017 2:10 PM

To: (171-Extern-Pinnacle)

Cc:

Subject: RE: ~ ~ Buyback request

Van was down a total of 25 days, I will extend 1 lease payment to the customer for down time.

Aftersales Operation Manager

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/14/2017 02:05:42 PM	Email - Outbound	Done						

Activity Comment:**From:** (171-Extern-Pinnacle)**Sent:** Tuesday, February 14, 2017 2:05 PM**To:****Subject:** FW: ~ ~ Buyback request

Hi Eric.

Can you advise if we are providing one or more lease payments?

Want to call customer and deliver the decline with offer position.

Thank you!!

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/07/2017 01:20:17 PM	Email - Outbound	Done						

Activity Comment:**From:** (171-Extern-Pinnacle)**Sent:** Tuesday, February 07, 2017 1:20 PM**To:** Yuneman, Eric (171)**Subject:** ~ ~ Buyback request

Hi Eric.

Just following up – did dealer ever provide TA form?

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/30/2017 03:53:47 PM	Email - Inbound	Done						com

Activity Comment:**From:** (171)

Sent: Monday, January 30, 2017 10:17 AM

To: [REDACTED] (171-Extern-Pinnacle)

Subject: RE: [REDACTED] ~ [REDACTED] ~ Buyback request

I'm waiting for dealer to get me TA form,

Eric Yuneman

Aftersales Operation Manager

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/30/2017 09:51:31 AM	Email - Outbound	Done						

Activity Comment:

From: [REDACTED] (171-Extern-Pinnacle)

Sent: Monday, January 30, 2017 9:51 AM

To: Yuneman, Eric (171)

Subject: [REDACTED] ~ [REDACTED] ~ Buyback request

Hi Eric. Just keeping this on your radar – request submitted 1/17/2017.

Please review for repurchase.

Vehicle at Ray Catena - Union, NJ.

Customer claims vehicle made her husband ill due to gas leak.

Does not want the car back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/19/2017 11:14:59 AM	Email - Outbound	Done						

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-AM1XCS]

Dear Ms. [REDACTED]

Thank you for your contact to Mercedes-Benz USA. It was a pleasure speaking with you.

MBUSA is currently reviewing your repurchase request concerning your 2016 M1CA126 vehicle bearing vehicle identification number [REDACTED] according to the State Lemon Law.

Our review process typically takes a minimum of 2-4 business weeks at which time we will follow up with you. Please note I will not have updates until a determination is provided.

Have a wonderful day!

Kind Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

1-800-367-6372 ext 6358

[THREAD ID:1-AM1XCS]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/19/2017 11:01:00 AM	Call - Outbound	Done			I			

Activity Comment:

ERM contacted cust to advise her that her veh bb request has been put in motion. Will email cust to support that.

Cust thanked ERM.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/19/2017 10:42:57 AM	Email - Outbound	Done						

Activity Comment:

Hi

Please review for repurchase.

Vehicle at Ray Catena - Union, NJ.

Customer claims vehicle made her husband ill due to gas leak.

Does not want the car back.

Thanks,

Agent Info**Name:** JDEMAGI**Email:** pinnacle.de_magistris@mbusa.com**Phone:** 201-476-6358

Contact Information

Name: [REDACTED]

Street Address:

City:

State:

Zip Code:

Home Phone: [REDACTED]

Work Phone:

Cell Phone: [REDACTED]

Vehicle Information

Franchise: Sprinter

Vin: [REDACTED]

Year: 2016

Model: M1CA126

Color: Obsidian Black

Mileage:

Dealer Information

Dealer Code: 51114

Dealer Name: RAY CATENA OF UNION LLC

Region: NORTHEAST

Market: Northern NJ

Preferred Servicing Dealer:

Issues/coding

Area: Customer Advocacy

Type: Complaint

Sub Type: Vehicle Symptom

Detail Code:Leaks

Summary: fuel smell

[THREAD ID:1-AM1X50]

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.

Parent Code - Fuel pump

Detail - Leaks

Activity

Create Date

Owner

Type

Comment

[REDACTED]

1/18/2017 04:11:15 PM

<TD st...

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
		01/18/2017 11:11:15 AM	Call - Outbound	Done						

Activity Comment:

ERM left vm for SM

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/17/2017 01:33:08 PM	Email - Outbound	Done						

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-AILORL]

Dear Ms. ,

Thank you for taking the time to speak with me today.

Please do not hesitate to contact me with any additional questions or concerns you may have at the number below.

Regards,



Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 (ext. 6358)

[THREAD ID:1-AILORL]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/17/2017 01:04:50 PM	Call - Outbound	Done						

Activity Comment:

ERM contacted SM to discuss:

SM:

- customer only complained 1x in November about fuel smell
- we documented that the smell they were complaining about occurred when the veh was started
- brought veh back in January - fuel smell complaint
- current diagnosis is lower and higher pressure fuel pump leaking
- one hose is here - one isn't
- will check to see if we can get other hose from another DLR

****DSA - 2 front tires and alignment****

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/17/2017 12:28:17 PM	Buy Back Request	Done						

Activity Comment:

ERM contacted cust:

CUST:

- within 6 weeks of purchase we smelled gas in the veh
- will not allow my kids in car
- we are long time MB owners
- my husband couldn't wait to buy this veh- needed it for his job - bread route
- after a days work he comes home with headaches, nautious - had to leave job
- my husband is so sick - he could've died in that car
- he could've fainted and killed someone
- plus they sold veh without backup camera and I can't even get into that
- we told DLR we not taking car until they find problem
- they gave us a loaner

- now they found problem - waited a couple weeks for part
- i'm not taking the car back - i don't feel safe in it
- have to contact an attorney - this is a lawsuit - this veh made my husband sick

ERM:

- apologies for your experience
- will submit for repurchase review

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/17/2017 12:11:08 PM	Call - Outbound	Done						

Activity Comment:

ERM contacted DLR Service

Spoke to

- this is a MSV Metris veh
- only in for one time for fuel smell in Nov 2016
- veh had been in July, Aug, Sept and Nov of 2016 but for other things than fuel smell - fuel smell only stated ONE time in Nov.
- veh was in 2x for one touch window issue
- veh was purchased here

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/17/2017 09:34:17 AM	Call - Inbound	Done						

Activity Comment:**SOCIAL MEDIA POST:**

After years and years of buying and leasing Mercedes benz I will never buy or lease one again. I am unable to contact the CEO/President to file a compliant which makes the situation even worse. Last year my husband purchased a Mercedes SUV and he has brought in into service three different times because he smells gas. Each time they told him there was nothing wrong. After him being sick for two weeks we brought the car back in only for them to find that there is a smell of gas and numerous problems with the car. The service department is not helpful. I will not let my family in that car because of the smell which gives them a headache/ nausea. I would like for a CEO or the president to reach out to me. My email is aol.com and my phone number is

The license plate number is B47glm and the dealership is Union nj on rte 22.

Service Request [REDACTED] Vehicle [REDACTED])

Service Request ID: 1-1002868479	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: Joseph	State: NJ	Agent Phone: [REDACTED]
Open: 12/02/2017 03:39:44 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 37000		

Issue Code/ Summary

Date Closed: 12/04/2017 06:01:06 AM	Type: Break Down	Sub Type: Jump Start
Area: Roadside		
Detail Code: Battery discharges		
Summary: 2 fuses connector to the radio customer will call back tomorrow for a jump start call.		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/02/2017 03:44:31 PM	Note	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

customer will call back tomorrow for a jump start.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/02/2017 03:39:44 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI = [REDACTED]