



Legal C1C Report

Customer Information

Customer: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]:

Vehicle Information

Vin: WD3PG2EAX[REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: 72299414068166
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 11/12/2016
Model: M1CA126	Engine: 27492030537750	Roadside Ext Date:
Mile: 10963.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF LYNNWOOD
Sale At Dealer:		Last Servicing Dealer:

Vin: WD3PG2EAXG[REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: 72299414068166
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 11/12/2016
Model: M1CA126	Engine: 27492030537750	Roadside Ext Date:
Mile: 10963.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF LYNNWOOD
Sale At Dealer:		Last Servicing Dealer:

Service Request 1-550715217 (Vehicle [REDACTED])

Service Request ID: 1-550715217	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

WD3PG2EAXG

Year: 2016

Model: M1CA126

Color: Obsidian Black

Franchise: SPNR

Rap Eligibility: Eligible

Miles: 700

Issue Code/ Summary

Date Closed: 01/09/2017 09:29:15 AM

Type: Complaint

Sub Type: Vehicle

Area: Customer Care

Detail Code: System leaks

Summary: Metris/fuel leak and part on back order
serv adv Brenden Boschaert**Activity Information**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1605329163	01/06/2017 04:13:39 PM	Call - Inbound	Done						

Activity Comment:

Writer forwarded to SM Josh and AOM Brian to process check and mail to cust

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1605329050	01/06/2017 04:02:27 PM	Call - Outbound	Done						

Activity Comment:

Writer advised check would be processed thru dealer

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	19XGWBT	01/04/2017 04:02:44 PM	Email - Inbound	Done						

Activity Comment:

,Here is a copy of my payment receipt. I will see if I can find something that matches the ally account with the finance docs when I'm back in the office.Thanks,

Date: Wed, Dec 21, 2016 at 8:07 AM

Subject: Thank you for making your vehicle payment

To: [REDACTED]

Ally Auto [REDACTED] Maintenance Thank you for making your vehicle payment. Account ending in: ***-*** [REDACTED] Payment to: [REDACTED]
received: 12/20/16 Payment amount: \$700.00 Confirmation number: R [REDACTED] our payment history will be updated within 24 hours. Questions? Call us at [REDACTED]
[REDACTED]

Available daily from 7 am – 12 am ET Access Ally Auto

Online Services at

allyauto.com You're receiving this account servicing email as a valued Ally Auto customer.

Please do not reply to this email.

Concerned about a suspicious email that appears to be from Ally Auto? Call us at [REDACTED] investigate.

[REDACTED]

[REDACTED]

Patrick Mayer 612-759-4682 Sent by iphone.

On Jan 4, 2017, at 2:45 PM, MBUSA_CAC@mbusa.com wrote:

Dear [REDACTED]

Thank you for taking the time to speak with me earlier today. As discussed, please reply to this email with any information you have which reflects the monthly payment for your 2016 Metris.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

Attachment(s): 1 Service Request ID: 1-550715217 Activity ID: 19XGWBT

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1 [REDACTED]	01/04/2017 03:42:12 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]

Thank you for taking the time to speak with me earlier today. As discussed, please reply to this email with any information you have which reflects the monthly payment for your 2016 Metris.

Kind regards,

[REDACTED]
[REDACTED]
[REDACTED]

[THREAD ID:1-9XFY5Q]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1600188929	01/04/2017 03:37:37 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] advising we were seeing if we could reimburse him for a months payment as a good will gesture but writer was looking for something reflecting the mthly amt Cust advised he would send writer an email Writer let cust know she would send him an email so he could reply to it to ensure writer receives it

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1598500968	01/04/2017 09:25:28 AM	Email - Outbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer sent email to AOM [REDACTED]

AOM authorized payment

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1597249580	01/03/2017 10:31:29 AM	Call - Outbound	Done						

Activity Comment:

Writer contacted [REDACTED] 2 who confirmed he had the veh and it seemed to be fine. Cust advised he finances with Allied and his monthly payments are approx \$510.

Writer advised she would review further regarding compensation and follow up with him in a few days.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1597249577	01/03/2017 10:31:10 AM	Call - Inbound	Done						

Activity Comment:

Cust left vm advising the parts came in and were installed

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1597249571	01/03/2017 10:18:06 AM	Call - Inbound	Done						

Activity Comment:

Writer spoke with SM Josh who transferred writer to parts with cust # 107311

Writer spoke with parts agent who advised he had parts ordered on the 23rd and coming in on the 29th

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1582938961	12/28/2016 10:14:54 AM	Call - Inbound	Done						

Activity Comment:

[REDACTED] vm advising the parts did come in and they have a call into the customer to schedule the appt

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1582055681	12/28/2016 08:59:25 AM	Call - Inbound	Done						

Activity Comment:

Writer left vm for Sprinter [REDACTED] requesting any updates

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1563345844	12/19/2016 12:58:20 PM	Call - Outbound	Done						

Activity Comment:

Writer [REDACTED] advising the dealer would be in touch once there was any concrete info on the status of the part Cust referenced making his first payment tomorrow and writer suggested keeping any financial obligations he had and once repair is complete it would be taken into consideration to see if anything could be done

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1563345841	12/19/2016 12:57:51 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Cust left vm for call back requesting update on parts

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1562816631	12/19/2016 09:35:44 AM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer left vm for [REDACTED] inquiring if there were any updates on the parts eta's

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1555477044	12/15/2016 09:29:31 AM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer contacted MBFS to obtain mthly payment and no acct on file

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1554610407	12/14/2016 06:34:47 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer left vm for Sprinter SM Josh to advise of contact and request follow up once parts come in and repairs are complete

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1554610404	12/14/2016 06:27:11 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer contacted [REDACTED] who assured cust once the part was available the dealer would be in touch adding they are doing what they can to get it asap Writer added once the parts are in and veh repaired we could review for consideration Cust advised he was able to get his old subaru running by putting money into that but he is looking forward to getting this resolved

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1553833324	12/14/2016 09:30:09 AM	Call - Inbound	Done						

Activity Comment:

Writer contacted [REDACTED] who advised they show part # 000000004158 leaving Germany on 12/14 but there was no eta on part #274 070 0181 but they have a case # of 116214 and did sp case # 247630 and were advising tentative leaving PDC 12/19

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1553833321	12/14/2016 09:29:23 AM	Call - Outbound	Done						

Activity Comment:

Writer contacted Sprinter [REDACTED] to advise of cust not wanting to drive the veh and writer providing asst towards rental until parts come in [REDACTED] provided RO # 381405 so writer could get more details from parts

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1552668670	12/13/2016 03:23:23 PM	Call - Outbound	Done						

Activity Comment:

Writer contacted cust [REDACTED] who advised he just picked up the veh a couple of hours ago since at this point they have not eta on the hose. Cust claims he does not plan on driving it and may have to rent something since a large amount of fuel came out onto the driveway this past saturday Cust wanted to know if MB could do something about his first payment or rental fees in the meantime Writer advised usually once the veh is repaired and returned to cust we can review for compensation but writer advised she would review further and follow up in the next couple days

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1552668667	12/13/2016 03:22:52 PM	Call - Outbound	Done						

Activity Comment:

Cust left vm advising he would be available for the next hour or so

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1552354462	12/13/2016 11:59:35 AM	Call - Inbound	Done						

Activity Comment:

Sprinter [REDACTED] advised the veh has been in twice for a fuel leak where the first time (12/5) they replaced the hose between engine and body but then cust claims it was still leaking so it came in 12/12 but they have been unable to find another leak SM advised there is another fuel hose that [REDACTED] wants them to replace anyway but the part is on back order SM advised the parts were ordered yesterday (part # 274 070 0181 and 00000000 4158) but there is not eta.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1552259166	12/13/2016 09:57:38 AM	Call - Outbound	Done						

Activity Comment:

Writer left vm for Sprinter SM Josh requesting any feedback he may have including

- when veh came in
- confirmation of needed repair/part
- when part was ordered
- part #
- order and sp#
- eta

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1552259163	12/13/2016 09:50:15 AM	Call - Outbound	Done						

Activity Comment:

Writer attempted to reach cust at left vm inviting cust to call back and if vm is received to leave a convenient time when he may be reached

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1551199758	12/12/2016 05:06:00 PM	Call - Outbound	Done						

Activity Comment:

Writer attempted to reach cust at

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1551199755	12/12/2016 05:05:43 PM	Call - Inbound	Done						

Activity Comment:

Cust left vm for call back

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1550916461	12/12/2016 02:00:59 PM	Call - Outbound	Done						

Activity Comment:

Writer attempted to reach cust [REDACTED] vm inviting cust to call back at their convenience

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1550816287	12/12/2016 01:59:38 PM	Call - Outbound	Done						

Activity Comment:

Writer left vm for [REDACTED]

- when veh came in
- confirmation of needed repair/part
- when part was ordered
- part #
- order and sp#
- eta

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1550816284	12/12/2016 01:55:18 PM	Note	Done						

Activity Comment:

Writer reviewed file

- warranty start date 11/12/16
- no elw or ppm
- no outstanding recalls/serv camps
- no cust pay yet
- no other vehs listed

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1550715220	12/12/2016 11:28:56 AM	Call - Inbound Documentation	Done						

Activity Comment:

Experiencing a fuel leak on his Metris

Dealer has informed client the new part needed is on back order and they are not sure if the part ordered will repair the vehicle.

Will be expecting to make his first payment in a week but does not have the vehicle in his possession

Uses Sprinter Metris for work purposes asking assistance from MBUSA with expediting the part/compensation

Service [REDACTED]

Writer will refer case to an ERM - will receive a call in 24 hrs

Unable to guarantee an outcome in this case

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-550715217	1550715218	12/12/2016 11:28:19 AM	Call - Inbound	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log [REDACTED] 2

Service Request 1-548497308 (Vehicle Owner:

Service Request ID: 1-548497308	Vehicle Location Street:	

Vehicle Information

Vin: WD3PG2EAXG	Year: 2016	Model: M1CA126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 675		

Issue Code/ Summary

Date Closed: 12/13/2016 05:03:17 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: East Metro Towing 6517742869 75 min eta		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-548497308	1548497336	12/11/2016 09:31:01 AM	Note	System Closed						

Activity Comment:**urgently job # 36663****East Metro Towing 6517742869 75 min eta**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-548497308	1548497332	12/11/2016 09:25:36 AM	Page Vendor	System Closed	Acknowledged Manually					

Activity Comment:**What is the reason for the tow? Tow Non Accident- Leaks****Customer status or information about circumstance:****Will the transmission go into neutral:****Is the steering locked and if yes, are the front wheels turned or facing straight?:**

Has an MB RAP Tech been on site:

Will someone be with the vehicle for the tow:

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

Is Customer at home?

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

Is the car in a parking garage/ or home garage (What is clearance?)

Dealer Overnight Dropbox: Yes

Location of drop box:front of service area

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
1-548497308	1548497309	12/11/2016 09:23:07 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log