



Legal C1C Report

Customer Information

Customer: [REDACTED]	[REDACTED]
[REDACTED]	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: WD3PG2EAXG3 [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 72299414080776
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 04/27/2016
Model: M1CA126	Engine: 27492030490885	Roadside Ext Date:
Mile: 13097.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WESTMONT
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WESTMONT

Vin: WD3PG2EAXG3 [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 72299414080776
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 04/27/2016
Model: M1CA126	Engine: 27492030490885	Roadside Ext Date:
Mile: 13097.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WESTMONT
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WESTMONT

Service Request 1-976275228 (Vehicle [REDACTED])

Service Request ID: 1-976275228	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]
 Color: Arctic White
 Miles: 12150

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 10/25/2017 05:19:32 PM

Type: Complaint

Sub Type: Vehicle

Area: Customer Advocacy

Detail Code: Problem Recurring, Warranty History

Summary: BUYBACK/TRADE ASSIST REQUEST 9/21/17
 Due to alleged frequency of repairs

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1988563782	10/25/2017 05:13:54 PM	Buy Back Declined	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer phoned customer [REDACTED] that vehicle did not qualify for repurchase and thanking the customer for the opportunity to have review their request.

Please note that customers VM confirmed contact number accuracy.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1988554519	10/25/2017 05:13:19 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer sent follow-up email [REDACTED] of previous conversation with the customer.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1GBPMJS	10/23/2017 04:48:01 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hi Justin,

At this time I am declining [REDACTED] on this Van. The vehicle is out by time, mileage and lemon law doesn't qualify commercial vehicles for bb in the state of Illinois. I also have noticed two repairs this year on the van. What is the current state of the van now? Is it at the dealership? Is the customer still experiencing issues? If so, let's get a PTSS case open and get an FTS involved. I am

open to discussing some type of goodwill policy assistance for the inconvenience of the customer.

[REDACTED]

[REDACTED]

Vans Aftersales Operations Manager, Central Region

[REDACTED]

[REDACTED]

[REDACTED]

From: MBUSA [REDACTED]

Sent: Monday, October 23, 2017 3:43 PM

To: [REDACTED]

[REDACTED]

Subject: SR# 1-976275228, [REDACTED], WD3PG2EAXG [REDACTED] 22116, Repurchase Request

[REDACTED],

Please review this repurchase request at your earliest convenience. The request has been open since 9/21 however I believe the initial email did not get to you.

Regards,

Agent Info

Name: [REDACTED]

[REDACTED]

[REDACTED]

Contact Information

Name: [REDACTED]

Street Ad...

Attachment(s): 2 Service Request ID: 1-[REDACTED]8 Activity ID: 1GBPMJS

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1GBLFQM	10/23/2017 03:37:50 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hello [REDACTED]

Please review this repurchase request at your earliest convenience. The request has been open since 9/21 however I believe the initial email did not get to you.

Regards,

Agent Info

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Year: 2016

Model: M1CA126

Color: Arctic White

Mileage: 12150

Dealer Information

Dealer Code: 22116

Dealer Name: MERCEDES-BENZ OF WESTMONT

Region: CENTRAL

Market: Chicago Metro

Preferred Servicing Dealer:

Issues/coding

Area: Customer Advocacy

Type: Complaint

Sub Type: Vehicle

Detail Code:Warranty History

Summary: BUYBACK/TRADE ASSIST REQUEST 9/21/17

Due to alleged frequency of repairs

[THREAD ID:1-GBLFQM]

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: Problem Recurring / Detail Description: [MB Code

Description

Attachment(s): 1 Service Request ID: 1-976275228 Activity ID: 1GBLFQM

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1980408066	10/04/2017 02:07:21 PM	Call - Inbound Documentation	Done						

Activity Comment:

cust stated he never received email from justin. writer confirmed email. email address was missing a second "E"

writer updated and resent

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1G7PJP9	10/04/2017 02:06:21 PM	Email - Outbound	Done						

Activity Comment:

Dear ,

Thank you for your contact to our Customer Assistance Center; it was a pleasure speaking with you this morning.

Mercedes-Benz USA, LLC

(MBUSA) is currently reviewing your request concerning the 2016 Metris bearing vehicle identification number WD3PG2EAX[REDACTED]

Our review process

typically takes 2 to 4 business weeks. There are no status updates regarding such a request however you will receive follow-up from either our offices or the offices of Mercedes-Benz of Westmont as soon as a position has been rendered. Should you have any questions in the interim, I have listed my contact information below and welcome your call.

Kind regards,

[REDACTED]

[REDACTED]

Manager

**Western & Central
Regions**

**Customer Assistance
Center**

Mercedes-Benz USA

[REDACTED]
[REDACTED]

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-G5EAEL]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1G5I5FR	09/21/2017 08:32:10 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]

Please review this customers repurchase/trade-assist request.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Contact Information

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Vehicle Information

Franchise: Sprinter

Vin: WD3PG2EAX [REDACTED]

Year: 2016

Model: M1CA126

Color: Arctic White

Mileage: 12150

Dealer Information

Dealer Code: 22116

Dealer Name: MERCEDES-BENZ OF WESTMONT

Region: CENTRAL

Market: Chicago Metro

Preferred Servicing Dealer:

Issues/coding

Area: Customer Advocacy

Type: Complaint

Sub Type: Vehicle

Detail Code:Warranty History

**Summary: BUYBACK/TRADE ASSIST REQUEST 9/21/17
Due to alleged frequency of repairs**

[THREAD ID:1-G5I5FR]

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: Problem Recurring / Detail Description: [MB Code

Definitions */

table.MsoNormalTable

{mso-style-name:"Tab...

Attachment(s): 1 Service Request ID: 1-976275228 Activity ID: 1G5I5FR

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1G5EAEL	09/21/2017 11:42:27 AM	Email - Outbound	Done						

Activity Comment:

Thank you for your contact to our Customer Assistance Center; it was a pleasure speaking with you this morning.

Mercedes-Benz USA, LLC

(MBUSA) is currently reviewing your request concerning the 2016 Metris bearing vehicle identification number WD3PG2EAX

Our review process

typically takes 2 to 4 business weeks. There are no status updates regarding such a request however you will receive follow-up from either our offices or the offices of Mercedes-Benz of Westmont as soon as a position has been rendered. Should you have any questions in the interim, I have listed my contact

information below and welcome your call.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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-G5EAEL]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1976523561	09/21/2017 11:12:20 AM	Buy Back Request	Done						

Activity Comment:

Writer phoned customer requested and reviewed his concerns with him.

Customer is requesting repurchase or trade assist due to alleged high frequency of repairs/recurring CEL concerns with the vehicle.

Customer claims that the CEL is currently on and he will be making arrangements to bring it back to 22116 soon.

Customer also advised that he feels the alleged gasoline odor will return now that it will start getting colder outside.

Writer acknowledged customers concerns/request and advised that I will initiate a review of his request and that customer will receive follow-up from either writer or the team at MB of Westmont in roughly 2-4 business weeks, once a position is available.

Customer was appreciative.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1976275287	09/20/2017 02:21:59 PM	Call - Inbound	Done						

Activity Comment:

customer states that the vehicle has been to the dealership several times for several issues reoccurring.

-strong gas smell

-controls on door/electical issues

-check engine light

- In 15 months of ownership it has been in the dealership 5 times and about to go in for the 6th visit. This is taking hours of his work time. He is self-employed and he bought his vehicle because he wanted a good quality of vehicle without issues.

-The dealership said they do not normally see the Metris with all these issues so he may have a lemon.

-Customer is concerned that once warranty ends he is going to be stuck with a car with issues that continue as they have.

Customer is asking for some assistance with a buyback- Perhaps a new truck with no problems.

[REDACTED]
[REDACTED]

[REDACTED]

writer advised no guarantee of assistance

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-976275228	1976275283	09/20/2017 02:19:52 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI = 6302940976

Service Request 1-600731262 ([REDACTED])

Service Request ID: 1-600731262	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EAX [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 6000		

Issue Code/ Summary

Date Closed: 01/04/2017 08:01:42 PM	Type: Complaint	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Odor		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-600731262	1600731268	01/04/2017 07:40:05 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Customer called in regard to issues he is having with his vehicle and would like to document his issues.

Customer advised on a very cold day he went to start the vehicle.

Customer advised there was a very strong gas smell.

Customer advised he drove his vehicle into the dealer, who took it in right away.

The part took 7-10 business days to get it. Customer picked vehicle back up on 12-27-16.

Customer advised it has been relatively warm out for the past few days and the vehicle did not have any gas smell.

Customer advised today it was very cold and the vehicle open start up smelt of gas.

Customer advised he is bringing his vehicle into the dealer tomorrow (1-5-16) to be diagnosed and repaired again.

Customer loves the van and would like the part to be fixed.

Customer advised he is a contractor and this is his only truck – customer advised the loaner situation is problem because the dealer does not have commercial vehicle loaners.

Writer advised if he is still interested in his vehicle and it is going into dealer tomorrow, we must allow the dealer to try and fix the issue.

Writer advised in the meantime, he will document all of the concerns and issues in internal system.

Writer advised he can call back in the future for any other issues with vehicle.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-600731262	1600731263	01/04/2017 07:30:27 PM	Call - Inbound	Done						

Activity Comment:

Inbound Call - Log -