



Legal C1C Report

Customer Information

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

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 06/30/2016
Model: M1CA126	Engine: 27492030470771	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BURLINGTON
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BURLINGTON

Vin: WD3PG2EAXG [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 72299406748636
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 03/26/2016
Model: M1CA126	Engine: 27492030508768	Roadside Ext Date:
Mile: 16625.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: FLAGSHIP MOTORCARS
Sale At Dealer:		Last Servicing Dealer: FLAGSHIP MOTORCARS

Service Request 1-525776593 (Vehicle [REDACTED])

Service Request ID: 1-525776593	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]

Year: 2016

Model: M1CA126

Color: Arctic White

Franchise: SPNR

Rap Eligibility: Eligible

Miles: 6500

Issue Code/ Summary

Date Closed: 01/23/2017 06:25:00 PM

Type: Complaint

Sub Type: Vehicle

Area: Customer Care

Detail Code: Odor, System leaks

Summary: BB

Fuel Smell

Fuel leak

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1AUE4RB	01/23/2017 06:22:47 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-AUE4RB]

Dear Mr. [REDACTED]

Thank you for taking your message today.

I am very happy to hear that you received the check, and it was a pleasure assisting you.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[THREAD ID:1-AUE4RB]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1655709478	01/23/2017 06:20:12 PM	Call - Inbound	Done						

Activity Comment:

The customer left the writer a vm to advise that he received the check and would like to thank the writer for his involvement.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1621838580	01/12/2017 06:22:17 PM	Call - Inbound Documentation	Done						

Activity Comment:

Cust stated that he has not yet received check that he was promised. Writer advised cust as per notes that [REDACTED] has contacted [REDACTED] as the [REDACTED] would be processing the check and sending it directly to cust. Writer advised that [REDACTED] is currently awaiting authorization and will mail check directly to cust. Cust stated that he does not want to deal with the DLR any more and is requesting that [REDACTED] send check to MBUSA and we send it to him. Writer reiterated that check would be coming to him directly from [REDACTED] and that his concerns would be documented on file. Cust thanked writer.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1618763695	01/11/2017 05:01:08 PM	Call - Outbound	Left Message						

Activity Comment:

The writer called the customer - [REDACTED] no answer - left message that the check has not been sent and the contact person at the Dealership is [REDACTED] - [REDACTED] who is awaiting authorization. Once the check has been processed, it will be mailed to his home address on file.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1618763692	01/11/2017 05:00:25 PM	Call - Inbound	Done						

Activity Comment:

The customer left the writer a vm requesting a call back on his cell phone [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1618751699	01/11/2017 04:57:22 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The claim has not been paid, I believe its waiting for you authorization. Check your inbox

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1618289371	01/11/2017 12:50:29 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Why hasn't this been processed?

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1616190832	01/10/2017 06:50:50 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: Frasier, [REDACTED]

Sent: Tuesday, January 10, 2017 6:50 PM

To: [REDACTED]

[REDACTED]

Importance: High

██████████

The customer left me a voicemail message today to advise that he has not received the check.

The reason he is waiting for the check is because he would like to schedule an appointment with the Service Department to purchase snow tires for the Metris.

Please advise.

██████████

██████████████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1616190639	01/10/2017 06:44:12 PM	Call - Inbound	Done		██████████	██████████	██████████	██████████████████	██████████

Activity Comment:

The customer left a message to advise that he is still not received the check from the Dealership.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1599708551	01/04/2017 10:59:26 AM	Call - Outbound	Left Message		██████████	██████████	██████████	██████████████████	██████████

Activity Comment:

The writer called the customer ██████████ -no answer - left message that the check is being processed and will be mailed to his home address shortly.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1599708385	01/04/2017 10:30:55 AM	Email - Inbound	Done		██████████████████	██████████	██████████	██████████████████	██████████

Activity Comment:

From: ██████████

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Importance: High

██████████

Please submit a claim for this goodwill gesture. Use DC ██████████ and put the \$1300 in “sublet”. Please ensure that a check goes out to the customer;

His mailing address is:

██████████

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1598055498	01/03/2017 05:44:08 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: Frasier, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Importance: High

Happy New Year [REDACTED]

The above customer is reaching out to follow up on the goodwill gesture (\$1300 check).

Will you be able to let me know if this has been processed?

Thanks,

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1598055495	01/03/2017 05:43:12 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

The customer called in to inquire about the \$1300 check.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1546710773	12/09/2016 07:28:08 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: [REDACTED]

Sent: Friday, December 09, 2016 7:27 PM

To: [REDACTED]

[REDACTED]

Importance: High

Hello [REDACTED]

The customer is very happy with the offer of \$1300, considering all he has gone endured thus far with his new vehicle.

He states that if a check will be mailed to his home address, he is going to the Dealership to purchase a PPM.

His mailing address is:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1546710589	12/09/2016 07:27:24 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: [REDACTED]

Sent: Friday, December 09, 2016 8:38 AM

To: [REDACTED]
[REDACTED]

Hi [REDACTED]

The MSRP of the ELW is \$2600. I would offer \$1300 toward his inconvenience.

Jim

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1546710586	12/09/2016 07:11:01 PM	Goodwill Offer	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

The writer called the customer [REDACTED] the writer advised the customer that MBUSA will provide him \$1300 for his inconvenience. He thanked the writer for all of his assistance.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1544837781	12/08/2016 01:55:25 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**From:** [REDACTED]**Sent:** Thursday, December 08, 2016 1:55 PM**To:** [REDACTED]
[REDACTED]**Importance:** High

Hello [REDACTED]

I reached out to the customer to advise him that his Repurchase Request has been denied at this time.

As for the goodwill gesture of the [REDACTED] he currently has a 6 yr/105,000 mile warranty that was purchased from Flagship; therefore, he is requesting a reimbursement of that [REDACTED]

Please advise on how you would like to proceed with his request.

Thanks again,
[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1544727489	12/08/2016 01:23:55 PM	Buyback Decline w/Offer	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

The writer called the customer - [REDACTED] the writer advised the customer that the buyback request has been declined; however, an offer of an [REDACTED] was offered. The customer already has a 6 yr/105,000 mile warranty that was purchased from Flagship; therefore, he is requesting a reimbursement of that [REDACTED] The writer advised the customer that he will reach out to the Regional Field Team to review his request for reimbursement.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1544727486	12/08/2016 01:22:00 PM	Call - Outbound	Left Message		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

The writer called the customer - [REDACTED] - no answer - left message.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1543259969	12/07/2016 12:34:44 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**From:** [REDACTED]**Sent:** Wednesday, December 07, 2016 12:33 PM**To:** [REDACTED]

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[illegible]

Activity Comment:

The writer called the customer [REDACTED] no answer - left message

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1543169438	12/07/2016 12:10:02 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

The customer left a message requesting a return phone call [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1543169434	12/07/2016 12:06:45 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: [REDACTED]

Sent: Wednesday, December 07, 2016 12:06 PM

To: [REDACTED]

[REDACTED]

[REDACTED]

Importance: High

Hello [REDACTED]

Any updates on this repurchase request?

The customer has been calling the [REDACTED] daily to know how we are going to proceed.

Thanks,

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1542197928	12/06/2016 07:01:30 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Customer called looking to speak with [REDACTED] Writer advised [REDACTED] unavailability and advised he will send a not to [REDACTED] advising him of the customers phone call.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1542197926	12/06/2016 06:50:04 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Inbound Call - Log - ANI=**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	18VQZUE	12/02/2016 07:19:03 PM	Email - Outbound	Done						@ 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: 1-8VQZUE]

Dear

I received your voicemail message providing me with an update.

Also, MBUSA have not made a decision on how they are going to proceed with your request for repurchase.

As soon as I have a decision, you will be notified by telephone.

Regards,

██████████

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Roadside Assistance Mobile App

Enjoy even more convenience when you use the free Roadside Assistance App. Not Only does it allow you to quickly contact Roadside Assistance, it has a GPS-enabled tracker to let you know when help will arrive.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1537057011	12/02/2016 07:17:42 PM	Call - Inbound	Done		██████████	██████████	██████████	██	██████████

Activity Comment:

The customer left the writer a vm for an update on the ██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532197136	11/28/2016 03:47:54 PM	Email - Inbound	Done						

Activity Comment:

From:

Sent: Monday, November 28, 2016 3:03 PM

To:

Thanks

Stephen, this is the one I left you a voicemail on. Please check out the complaint, but only attempt repair if the complaint can be verified, reproduced or demonstrated by the customer. Please keep me posted.

Thx

Jim

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532196901	11/28/2016 02:59:31 PM	Email - Outbound	Done						

Activity Comment:

From:

Sent: Monday, November 28, 2016 2:59 PM

To:

Importance: High

Hello

i called me today to advise that he is not satisfied with the what is going on with his vehicle; therefore, he has made an appointment for Wednesday, November 30th at .

The customer is requesting that if the Shop Foreman/Service Technician at Burlington is unable to identify the issue, he was advised that MBUSA can provide some assistance in the way of other Technicians. I am sure he is referring to the Field Technicians.

██████████ stated that he has already contact the Attorney General's office in his area and was advised that it appears that his vehicle qualifies for a Breach of Warranty Status, due to the fact that it has been in the shop 4 times with no resolve. He states that he does not want to pursue those options at this time – he is just requesting to have the vehicle repaired.

Just wanted to give everyone a heads up.

Please keep me informed of the findings.

Thanks,

██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532196567	11/28/2016 02:45:50 PM	Email - Inbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

From: ██████████

Sent: Wednesday, November 23, 2016 11:06 AM

To: ██████████

██████████

██

██████████

Please review and let me know what the status is. I don't see any open PTSS cases and nothing in TIPs. Seems like it should be something we can fix...?

Thanks

██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532196564	11/28/2016 02:24:10 PM	Call - Inbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

The customer called in to advise that Flagship Motors advised him that they did not find anything wrong with the Metris. This morning, he has the high gas fumes in the vehicle. No leaks since it has been repaired; however, the fumes are coming from the vents early in the morning. ██████████ advised him to take his vehicle to another Dealership. The customer states that he has already contact the Attorney General's Office to review the Lemon Law. His vehicle has been in 4 times for the same problem and it has not been fixed. The customer states that he has an appointment on 11/30 (Wednesday) at Burlington and not going back to Flagship.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532230457	11/28/2016 02:23:30 PM	Call Transferred	Done		██████████	██████████	██████████		██████████

Activity Comment:**To 4632**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532230348	11/28/2016 02:16:36 PM	Call - Inbound Documentation	Done						

Activity Comment:**Customer called in requesting to speak with .****Writer placed customer on hold to see if is able to speak with customer.**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1532230346	11/28/2016 02:16:25 PM	Call - Inbound	Done						

Activity Comment:**Inbound Call - Log -**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1527552129	11/23/2016 03:11:29 PM	Call - Inbound Documentation	Done						

Activity Comment:

Cust requesting to speak with , Cust advised he returned the vehicle to the dealer for the 4th time and dealer advised cust there are no leaks. Cust advised the dealer offered him to p/up vehicle and bring to another dealer for 2nd opinion. Cust advised he has pictures to prove his leaks. Cust advised writer his loaner which is the same vehicle is providing a similar fuel smell and dealer advised cust he must have chemicals or fuel open in his garage

Writer added notes and advised cust his is currently unavail. Writer advised will callback at earliest conv

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1527552127	11/23/2016 03:11:17 PM	Call - Inbound	Done						

Activity Comment:**Inbound Call - Log -**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	18PJHNL	11/22/2016 03:42:11 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: 1-8PJHNL]

[REDACTED]

Thanks for speaking with me today.

Mercedes-Benz USA, LLC (MBUSA) will begin reviewing your request concerning the 2016 Metris bearing vehicle identification number: WD3PG2EAXG [REDACTED]

Your information has been escalated to the MBUSA field team.

I want to set a clear expectation that there is no guarantee that assistance will be provided.

Our review process typically takes 2 weeks at which time we will follow up with you.

I will be your point of contact moving forward should you have any further inquiries.

The opportunity to review this matter is appreciated.

I am typically in the office Monday-Friday from 11:00 AM – 7:00 PM Eastern Standard Time.

Sincerely,

[REDACTED]

Executive Referral Manager

CAC Operations

Mercedes Benz USA, LLC

[REDACTED]

[REDACTED]

R...

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	18PJH9S	11/22/2016 03:32:26 PM	Email - Outbound	Done						

Activity Comment:

Hello [REDACTED]

The above customer has reached out to MBUSA to request a Trade Assist out of his 2016 Metris (6500 miles).

The reason being: he has owned the vehicle for 11 days and out of the 11 days, it has been in the shop for a total of 10 days for gas fumes coming from the front and rear of the van. Today, the engine left a puddle of gas in his driveway and he has taken it back to Flagship Motors for the 4th time.

He states that he does not feel safe in this vehicle and the fumes are causing headaches.

I advised him that this review process takes at least 2 weeks.

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

Agent Info

Name: [REDACTED]

Email:

Phone:

Contact Information

Name: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Vehicle Information

[REDACTED]

[REDACTED]

Year: 2016

Model: M1CA126

Color: Arctic White

Mileage: 6500

Dealer Information**Dealer Code:** 36100**Dealer Name:** FLAGSHIP MOTORCARS**Region:** NORTHEAST**Market:** MA-Boston, ME, NH**Preferred Servicing Dealer:****Issues/coding****Area:** Customer Care**Type:** Complaint**Sub Type:** Vehicle**Detail Code:**Odor**Summary:** BB - Fuel Smell**[THREAD ID:1-8PJH9S]**

...

Attachment(s): 1 Service Request ID: 1-525776593 Activity ID: 18PJH9S

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1526628653	11/22/2016 03:16:04 PM	Buy Back Request	Done						

Activity Comment:

The writer called the customer - [REDACTED] owed it for 11 days and the Dealership has had it for 10 days. The customer is looking to trade out of this vehicle. Gas smell is coming thru the air vents as well as the gas leaked all over his driveway which now needs to be replaced. The gas fumes is causing him a headache. 4th time the vehicle has been back to the Dealership. Working with [REDACTED]. The writer advised the customer that he will submit a Trade Assist on his behalf. Also advised that the process takes at least 2 weeks.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1526568772	11/22/2016 01:32:46 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Customer called back and advised fuel all over his driveway this morning. He claims he's owned van for 21 days and it's spent 10 of them at the dealer. Cust advised the dealer completed all fuel system repairs, and allegedly the computer didn't even pull an error code - Cust feels there's something very wrong with van and relies on it for his business. He states he chose [REDACTED] rather than Ford, Toyota, Nissan for the quality and he's not experiencing that. Writer advised cust spoke with [REDACTED] at 4:00PM yesterday, and callback is guaranteed within 24 hours. [REDACTED] will call him back later on this afternoon. Cust went on to advise the dealer is trying to be accomodating but their small loaner SUVs are not the size of his metris. Cust advised he's going back to drop the van off at the dealer and unload some tools/ material he think he may need the next few days.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1526568670	11/22/2016 01:31:37 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1525776597	11/21/2016 04:02:48 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Customer advised writer that vehicle has been in the dealer for a total of 11 days and has to go back again for a reoccurring issue. Customer advised the car has been back and forth to the dealer a total of 3 tmes due to a strong odor of Fuel coming from the front and rear of the vehicle. Cust advised [REDACTED] has had veh and still unable to properly diagnose or repair issue. Customer requesting [REDACTED] as he feels he has been sold a defect vehicle.

Writer advised cust called will be referred to a [REDACTED] for further review. Writer also advised cust no guarantee of assistance at all can be made at this time. Writer advised cust she will receive a call back within 24hours by [REDACTED] Customer can be contacted [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-525776593	1525776594	11/21/2016 03:48:22 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log -

[REDACTED]

Service Request 1-433867937 (Vehicle Owner: [REDACTED])

Service Request ID: 1-433867937	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 4244		

Issue Code/ Summary

Date Closed: 08/13/2016 06:09:24 AM	Type: Break Down	Sub Type:
Area: Roadside		
Detail Code:		
Summary: RAP Transfer		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-433867937	1433869399	08/11/2016 02:52:06 PM	Call - Outbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Writer spoke with the service adviser [REDACTED] and relayed the customer's request. [REDACTED] stated he will call the customer back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-433867937	1433869396	08/11/2016 02:50:13 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Customer called stating he was not able to turn off the radio and was asking for assistance. Customer stated he had contacted his local Mercedes-Benz sprinter dealerships and they were not able to get him in for an appointment today or provide him with a loaner vehicle to get to work tomorrow. Customer stated he was also not able to locate the fuse chart. Writer advised customer the fuse chart is a separate booklet and assisted him in locating this information. Writer advised customer our dealerships create their own service policies but will call them on his behalf asking them to contact him.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-433867937	1433869175	08/11/2016 02:34:35 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-433867937	1433873707	08/11/2016 02:32:36 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-433867937	1433867938	08/11/2016 02:28:26 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

Service Request 1-411643483 (Vehicle [REDACTED])

Service Request ID: 1-411643483 [REDACTED] [REDACTED] [REDACTED] [REDACTED]	Vehicle Location Street: [REDACTED] [REDACTED] [REDACTED] [REDACTED]	Agent Name: [REDACTED] [REDACTED] [REDACTED] [REDACTED]
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Vehicle Information

Vin: WD3PG2EAXG [REDACTED] Color: Arctic White Miles:	Year: 2016 Franchise: SPNR	Model: M1CA126 Rap Eligibility: Eligible
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Issue Code/ Summary

Date Closed: 04/11/2016 09:31:59 AM Area: Customer Care Detail Code: Features Summary: Veh does not have C03 Active Safety Package, cust alleging almost in accidents because veh not having heated/power mirrors is dangerous when towing - SEE BELOW	Type: Complaint	Sub Type: Vehicle
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Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	1412588271	04/11/2016 09:30:40 AM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

GM [REDACTED] will reach out to [REDACTED] and take care of his concerns best he can.

He thanked me for the call

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	1412033691	04/08/2016 11:37:11 AM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

returned call to [REDACTED]

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	1411872021	04/07/2016 02:28:02 PM	Call - Inbound	Done						

Activity Comment:

lvm for

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	1411871988	04/07/2016 02:16:09 PM	Call - Inbound	Done						

Activity Comment:

returned call to

very dissatisfied with the lack of pwr on the side mirrors.

His trailer hitch blocks the view of the back up camera and no windows make it hard to see.

CM will call dlr and update him

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	16T7UCX	04/07/2016 01:56:55 PM	Email - Outbound	Done						

Activity Comment:

Dear

I have tried reaching you on several occasions unsuccessfully by phone.

My contact information is provided if you would like to reach me.

Sincerely,

[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:1-6T7UCX]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	1411693094	04/06/2016 03:33:09 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

CM called [REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Cust wants to know if it can be retrofitted for power mirrors.

Writer confirmed with PA - [REDACTED] that the veh is not equipped with C03 package that has heated/power mirrors and cannot be retrofitted, cust is insisting that MBUSA help out by either getting veh traded for veh with this option or providing the interior panels.

Writer advised that cust would need to discuss any veh trade with the dlr as cust has a signed contract and would need to see what may be possible regarding this contract with the dlr.

Advised to also discuss interior protective panels with dlr as well.

Cust is insisting on having MBUSA do something like provide panels, cust stated "I could get into an accident at any time because of these mirrors not being power mirrors and cannot adjust while driving on the highway."

Writer advised would forward request for return call back within 24 hrs, advised that any request is reviewed case by case and no guarantee of request being granted. [REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Sub Status	Name	Owner	Owner Name	Phone	Email
1-411643483	1411643484	04/06/2016 10:55:53 AM	Call - Inbound	Done			[REDACTED]	[REDACTED]		[REDACTED]

[REDACTED]

[REDACTED]