



Mercedes-Benz

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:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 04/18/2016
Model: M1CA126	Engine: 27492030482836	Roadside Ext Date:
Mile: 3512.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: PARK PLACE MOTORCARS GRAPEVINE
Sale At Dealer:		Last Servicing Dealer: PARK PLACE MOTORCARS GRAPEVINE

Vin: WD3PG2EAXG[REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 04/18/2016
Model: M1CA126	Engine: 27492030482836	Roadside Ext Date:
Mile: 3512.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: PARK PLACE MOTORCARS GRAPEVINE
Sale At Dealer:		Last Servicing Dealer: PARK PLACE MOTORCARS GRAPEVINE

Service Request 1-582783847 (Vehicle [REDACTED])

Service Request ID: 1-582783847	Vehicle Location Street:	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EAX [REDACTED]
Color: Arctic White
Miles:

Year: 2016
Franchise: SPNR

Model: M1CA126
Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 12/28/2016 08:59:40 AM

Type:

Sub Type:

Area: Roadside

Detail Code:

Summary: [REDACTED] from [REDACTED] follow up for claim

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-582783847	1582783848	12/28/2016 08:56:41 AM	Call - Inbound	In Progress			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=9173107300 | DNIS = 6393| Data_A=9173107300| Data_B=8173107300| Data_C=101| Data_D=6393| Data_E= |Time-12/28/2016 8:56:34 AM |CH-6793

Service Request 1-571306199 ([REDACTED])

Service Request ID: 1-571306199	[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:		

Issue Code/ Summary

Date Closed: 05/22/2017 02:00:50 PM	Type: Complaint	Sub Type: Allstate
Area: Roadside		
Detail Code: Damage Claim		
Summary: Damage Claim - Allstate		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1703009768	03/07/2017 04:47:31 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Metris rear bumper**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1699454800	02/27/2017 03:37:24 PM	Note	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

2/22/2017 called Ins [REDACTED] re status. He said it is still under investigation, they now have surv video from dealer, this should be resolved this week.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1680822172	02/16/2017 12:43:36 PM	Call - Inbound	Done						

Activity Comment:

Just to keep you in the loop, with the insurance aspect of this claim.

I'm sorry to hear about your illness, I hope you're feeling better and that you make a speedy recovery. I received the email with the link to the video and thank you for forwarding it to me. Unfortunately, the video and/or link was flagged by Progressive's Security team as possibly being dangerous to Progressive's systems and I am unable to view the video.

I'm submitted a request to the security team to unblock access to the video and it could take them up to 10 days to review and determine whether the link and/or file is dangerous to Progressive's Systems.

As soon as I know more, I'll let you know.

You may also conveniently track the status of your claim at <http://claims.progressive.com>

Progressive Claims Generalist

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1678076915	02/14/2017 03:06:49 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]

I appreciate the follow up, we are already in contact with progressive. We obtained a written statement form the client and are trying to move forward with that. I will update you if there is any change in the progression of this claim.

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1676629531	02/13/2017 01:37:41 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hello Stephen,

I wanted to follow up with you per our discussion at NPSMM in Phoenix. As you can see below the damage claim case is being worked on by the customer's insurance, the information is as follows: Progressive: Policy Number [REDACTED] appears that since the customer would not speak with Allstate or their damage mediators that they deferred to an insurance claim. I am not sure what this means for turn-around time and repairs taking place. If you like I can reach out to the adjuster to see the time frame of the repairs but as a third party I am not sure how much he is willing to discuss. Please let me know if any further information is needed or action taken to facilitate this.

Cheers,
Matthew

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1676629348	02/13/2017 01:37:15 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Good Morning [REDACTED]

The case was turned over to the Insurance company, they could not move forward because the member refused to speak with them. I did speak with the dealer [REDACTED] [REDACTED]. explained to them that the Insurance co. is waiting to hear the members side of the story. I gave her the Ins Adj name and number. She said she will see if she can get the member to talk to the Ins company.

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1676629345	02/13/2017 01:37:08 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

██████████
██████████

Just following up on this as ██████████ was inquiring about the status of this claim. Thank you again for your help with this matter.

██████████
██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1674870667	02/12/2017 08:57:57 AM	Email - Outbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

██████████

Over the weekend I spoke to the service manager from ██████████ and he asked me about the status of this damage claim. I see the original tow service was back in 12/9 so it is going on 2 months now that the customer has been without their vehicle. The Sprinter Metris is used for the customer's catering service so they are facing a loss of productivity from their business. I do see in the notes that the customer has been less than responsive when trying to ascertain the side of the story however ██████████ has relayed certain information regarding the service. ██████████ advises the vendor switched trucks not due to running out of fuel but due to getting in an accident. ██████████ advised that damage due to the vehicle was reflective of the vehicle being tied down and as result of the impact the van was jostled and displaced and that is where the damage occurred.

The reason I am reaching out is to relay this new information and see if we can wrap this up soon as the dealer has the customer in a loaner vehicle and it has been quite a while. Please reach out to me if there is anything I can do to facilitate this process so we can resolve this issue and get the customer back into their vehicle in a timely manner.

Cheers,
Matthew

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1670804249	02/08/2017 03:24:25 PM	Note	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

2/2/2017 called Progressive [REDACTED] who said damage appears to be pre existing, the member is uncooperative, refusing to discuss the case with them. I emailed [REDACTED] the video of the drop off.

2/2/2017 called [REDACTED] he contact the Ins Adjustor

2/2/2017 denise [REDACTED] called stating she has nothing to do with this its between mercedes and the tow company. She said the [REDACTED] be calling me.

2/2/2017 Cal [REDACTED] explained to her that the Insurance co. is waiting to hear the members side of the story. I gave her the Ins Adj name and number. [REDACTED] she will see if she can get the member to talk to the ins company.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	1602491615	01/05/2017 12:50:50 PM	Note	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

12/28/2016 recvd email from provider stating they did not damage the sprinter. [REDACTED] who stated it was towed with flatbed facing forward. Driven on to flat bed. The flat bed ran out of gas, the vehicle was switched to a wheel lift. Reason for tow was the mbr believed there was a fuel leak. There was no walk around form.

12/28/2016 called [REDACTED] requested photos and est, video any proof that provider damaged the veh.

12/29/2016 recvd email from provider stating they will proceed with an insurance claim so their insurance can invesigate this case. Progressive [REDACTED]

[REDACTED] I called [REDACTED] lm for call back.

1/6/2017called [REDACTED], she realized she the photos and est to the wrong email. While on the phone with her she resent and I recvd photos and est.

1/6/2017 recvd video, it appears that the damage was done to the hood while on flatbed during load per photos. Per video when the vehicle arrived to the dealer it arrived via wheel lift. When SP lowered the vehicle it was lower on the driver side. I sent photos and video to [REDACTED] for review. Provider is calling their insurance, [REDACTED] will call me back with Ins info. Informed dealer

1/17 No updates

1/19/2017 [REDACTED] she filed an insurance claim. Progressive: [REDACTED]

1/24/2017 called Progressive lmovm for [REDACTED] for status.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	19GIJ3H	12/23/2016 12:28:49 PM	Email - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Mercedes-Benz:

We have received your inquiry and will open a review. A Damage Mediator will be assigned to this complaint and the customer will be contacted within the next 48 business hours.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

www.allstateroadsideservices.com

From: [REDACTED]

Sent: Friday, December 23, 2016 8:47 AM

To: [REDACTED]

[REDACTED]

[REDACTED]

Contact Information

Name: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Damage Info:

Date of Concern: 12/23/2016 01:39:55 PM

Year: 2016

Model: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Vehicle at a MB dealership: Yes

if yes, which MB dealership: PARK PLACE MOTORCARS GRAPEVINE

Representative's info at the deale...

Attachment(s): 3 Service Request ID: 1-571306199 Activity ID: 19GIJ3H

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-571306199	19G533Y	12/23/2016 08:46:01 AM	Email - Outbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Contact Information

Name: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Damage Info:

Date of Concern: 12/23/2016 01:39:55 PM

Year: 2016

Model: M1CA126

Reference #: 0029931795

Activity #: 1571306745

Customer Contact Request: Yes

Vendor Utilized: TOW N GO, [REDACTED]

Vehicle at a MB dealership: Yes

if yes, which MB dealership: PARK PLACE MOTORCARS GRAPEVINE

Representative's info at the dealership [REDACTED]

Who is making the claim: [Dealer]

Damage Description:

Dealer representative [REDACTED]
[REDACTED]
[REDACTED]

Thanks,

[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.

...

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

Activity Comment:

Dealer representative [REDACTED]
[REDACTED]
[REDACTED]

Service Request 1-569628091 (Vehicle [REDACTED])

Service Request ID: 1-569628091	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Status: Cancelled	Phone:	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 01/05/2017 07:31:33 AM	Type:	Sub Type:
Area: Roadside		
Detail Code:		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-569628091	1569628271	12/22/2016 12:26:08 PM	Call - Inbound Documentation	In Progress		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

[REDACTED]

[REDACTED]

Service Request 1-569628017 (Vehicle Owner:Christian D Stana)

Service Request ID: 1-569628017	Vehicle Location Street:	Agent Name:
[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:		

Issue Code/ Summary

Date Closed: 01/02/2017 08:31:00 AM	Type:	Sub Type:
Area: Roadside		
Detail Code:		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-569628017	1569628018	12/22/2016 12:21:32 PM	Call - Inbound	In Progress			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log [REDACTED] _E= |Time-12/22/2016 12:21:18 PM |CH-1208

Service Request 1-546040974 ([REDACTED])

Service Request ID: 1-546040974	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: 5000		

Issue Code/ Summary

Date Closed: 12/11/2016 05:08:09 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: System leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-546040974	1546477100	12/09/2016 04:32:37 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

[REDACTED] in stating she could not find this sprinter , writer called tow n go who stated that they dropped the vehilce off in the lot, they stated that they handed the keys to someone, writer went to speak to SM who stated tow vendor never came in to hand in tow slip or keys, writer provided SM with phone number for tow.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-546040974	1546477070	12/09/2016 04:26:41 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=4698777390 | DNIS = 6391| Data_A=4698777390| Data_B=8173107300| Data_C=101| Data_D=6391| Data_E= |Time-12/9/2016 4:26:26 PM |CH-1552

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-546040974	1546149502	12/09/2016 10:26:42 AM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 0029931795, Vendor: Allstate**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-546040974	1546040980	12/09/2016 10:20:21 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:**SPRINTER METRIS, 126" WHEELBASE, 202" LENGTH, 75" HEIGHT, 6724 LBS GVWR****What is the reason for the tow? Tow Non Accident- System leaks****Will the transmission go into neutral: YES****Is the steering locked and if yes, are the front wheels turned or facing straight?: NO****Has an MB RAP Tech been on site: NO****Will someone be with the vehicle for the tow: YES****Is the customer riding with vendor (No more than 2 people max): NO****Is Customer at home? NO****Is the vehicle at a safe location OR side of the road: SAFE****Is the car in a parking garage/ or home garage (What is clearance?) NO****Dealer Overnight Dropbox: Yes****Location of drop box: svc drive right side/Need gate code****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
1-546040974	1546040975	12/09/2016 10:15:28 AM	Call - Inbound	System Closed						

Activity Comment:**Inbound Call - Log - ANI=4698777390 | DNIS = 7889 | Data_A=**