



Mercedes-Benz

Legal C1C Report

Customer Information

Customer: [REDACTED]	Address: [REDACTED] [REDACTED] [REDACTED] [REDACTED] USA
Home Phone: [REDACTED]	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: [REDACTED] Mile: 26047.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Canvasit Blue Interior Color: 115 Engine: [REDACTED] 343 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72296906895173 Warranty Start Date: [REDACTED] Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: [REDACTED] Mile: [REDACTED] Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VU9 Engine: 27492030621787 Fuel: Preferred Dealer:	Status: WARRANTY VOIDED Transmission: [REDACTED] Warranty Start Date: [REDACTED] Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: [REDACTED] Mile: 26047.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Canvasit Blue Interior Color: 115 Engine: [REDACTED] 343 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72296906895173 Warranty Start Date: [REDACTED] Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:

Vin: [REDACTED]	Year: 2016	Status: WARRANTY VOIDED
Short VIN: [REDACTED]	Exterior Color: Canvasit Blue	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 115	Warranty Start Date: [REDACTED]
Model: C300W	Engine: 274920E0088774	[REDACTED] Ext Date:
Mile: 5169.0000000	Fuel:	Radio Code:
[REDACTED] Eligibility: Y	Preferred Dealer:	Last Selling Dealer:
Sale At Dealer:		Last Servicing Dealer:

Service Request [REDACTED] (Vehicle Owner: [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: [REDACTED]	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: [REDACTED]
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: [REDACTED]	Type: Key-and-Lock	Sub Type: Spec Request / Key-and-Lock
Area: [REDACTED]		
Detail Code:		
Summary: [REDACTED] - [REDACTED]		
XSF # 2896410 - VIN RELEASED - GLC ORDER		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	Call - Outbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]@mbusa.com

Activity Comment:

Outbound Call to -> [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
			Call - Voicemail	Done						@mbusa.com

Activity Comment:

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Service Request [REDACTED] (Vehicle Owner: [REDACTED] [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED] [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: ([REDACTED])
Open: [REDACTED] [REDACTED]	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

[REDACTED]	Year: 2016	Model: [REDACTED]
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: [REDACTED] [REDACTED]	Type: Key-and-Lock	Sub Type: Key Issue
Area: [REDACTED]		
Detail Code:		
Summary: [REDACTED] or A [REDACTED] 0041 dealer would like to add and price the 9999 is good in the system BUT dealer needs to order a coding key [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	Call - Inbound	Done			[REDACTED]	[REDACTED] [REDACTED]	([REDACTED])	frederick.killian@mbusa.com

Activity Comment:

Inbound Call - Log - [REDACTED] | DNIS = | Data_A=[REDACTED] | Data_B=[REDACTED] | Data_C=311 | Data_D=[REDACTED] | Data_E=[REDACTED] | Time-[REDACTED] [REDACTED] | CH-5845

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

Service Request ID: 1-[REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: FKILLIA
First Name: [REDACTED]	State:	Agent Phone: ([REDACTED])
Open: [REDACTED]	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

[REDACTED]	Year: 2016	Model: [REDACTED]
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: [REDACTED]	Type: Order	Sub Type: Order Placement
Area: [REDACTED]		
Detail Code:		
Summary: [REDACTED]	p/n 10561587	

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-[REDACTED]	[REDACTED]	[REDACTED]	Call - Inbound	Done			FKILLIA	[REDACTED]	([REDACTED])	frederick.killian@mbusa.com

Activity Comment:

Inbound Call - Log - [REDACTED] | DNIS = 3842 | Data_A=[REDACTED] | Data_B= | Data_C=311 | Data_D= | Data_E= | Time-1/19/2017 [REDACTED] | CH-7144

Service Request [REDACTED] (Vehicle Owner: [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: AR	Agent Phone: [REDACTED]
Open: [REDACTED]	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: [REDACTED]
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: [REDACTED]		

Issue Code/ Summary

Date Closed: [REDACTED]	Type: Complaint	Sub Type: Vehicle
Area: Customer Advocacy		
Detail Code: Leaks		
Summary: Inquiring why veh has a fuel line leak, when only 1 1/2 yrs old		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	General	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	pinnacle.de_magistris@mbusa.com

Activity Comment:**Status 9 - Salvage Title - see NOTES****Warranty voided**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	pinnacle.de_magistris@mbusa.com

Activity Comment:**CUST called in:****Cust wanted to know why MB would have defective parts inside veh**

ERM advised no knowledge of defective parts

Veh has salvaged title - no warranty coverage

■ wants to know what MBUSA is going to do for him or what recourse he has

ERM advised that MBUSA has nothing to offer customer on this case - no way to know where the vehicle has been or who worked on it prior

■ asked ERM for phone number to legal dept bc he is going to sue us

ERM provided address to Legal in ■

■ wanted to speak to higher up

ERM advised no one further to speak to concerning this case

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
■	■	■	Call - Outbound	Done		■ ■	■	■	■	pinnacle.de_ma ■

Activity Comment:

ERM left voicemail for customer return call back

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
■	■	■	Call - Inbound	Done		■ ■	■	■	■	pinnacle.de_ma ■

Activity Comment:

■ contacted ERM:

■:

Once veh declared total loss from insurance company lose all coverage

multiple / infinite reasons for failure

rodent

early failure

we could see the leakage
 before repair was authorized we could see source of leakage
 veh has 2 issues - fuel leak, fuel injector
 engine needs to come apart
 a rodent could've crawled up and chewed a hose/wire
 wouldn't know until we take it apart
 he wanted to see parts after fact
 we advised himn - industry wide - request to see parts afterwards needs to be stated before job commences
 parts go right to recycle bin - we not digging through that
 car was declared totalled
 who knows what has been done to car - where it's been, who has worked on it

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
			Call - Outbound	Done						pinnacle.de_magistris@mbusa.com

Activity Comment:

ERM left vm for [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
			Call - Inbound Documentation	Done		[REDACTED] Martin				maureen.didomenico@mbusa.com

Activity Comment:

- took veh to above dlr, for [REDACTED]
- [REDACTED] confirmed there was a leak in the fuel line and a fuel injector issue
- dlr advised repair not covered under wrty as veh is a salvage veh and wrty voided
- writer confirmed
- [REDACTED] inquiring why veh has fuel line leak, when so new
- advised, again, veh is salvage veh and anything could have occurred to vehicle
- [REDACTED] demanding to speak to someone "higher" up, re this issue
- advised concerns will be referred to an ERM, for 24 hr callback
- advised ERM would not be able to enter this question, either, as we do not physically inspect vehicle
- [REDACTED] still requesting escalation

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
			Call - Inbound	Done			MDIDOME			maureen.didom enico@mbusa.c om

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

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Service Request [REDACTED] (Vehicle Owner: [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name:	City:	Agent ID: JHAPATS
First Name:	State:	Agent Phone:
Open: [REDACTED]	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: [REDACTED]
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: [REDACTED]	Type:	Sub Type:
Area: Customer Care		
Detail Code:		
Summary: [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	Call - Inbound Documentation	Done			JHAPATS	[REDACTED]		jennah.hapatsha@mbusa.com

Activity Comment:

caller [REDACTED] inquired seeking to confirm some options and features in the vehicle.

Writer advised of some options and features in the vehicle.

Also advised there are no rear vents in the vehicle

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	Call - Inbound	Done			JHAPATS	[REDACTED]		jennah.hapatsha@mbusa.com

Activity Comment:

Inbound Call - Log - ANI = [REDACTED]

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