



Mercedes-Benz

Legal C1C Report**Customer Information**

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

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: 72299414061608
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 12/30/2015
Model: M1PV126	Engine: 27492030546043	Roadside Ext Date:
Mile: 43209.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: PARK PLACE MOTORCARS FORT WORTH
Sale At Dealer:		Last Servicing Dealer: PARK PLACE MOTORCARS FORT WORTH

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: 72299414061608
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 12/30/2015
Model: M1PV126	Engine: 27492030546043	Roadside Ext Date:
Mile: 43209.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: PARK PLACE MOTORCARS FORT WORTH
Sale At Dealer:		Last Servicing Dealer: PARK PLACE MOTORCARS FORT WORTH

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

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: Nelson Carhart
Last Name: [REDACTED]	City:	Agent ID: NCARHAR
First Name: [REDACTED]	State:	Agent Phone:
Open: 02/28/2017 12:07:12 PM	Zip Code:	Agent Email: nelson.carhart@mbusa.com
Status: Cancelled	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Brilliant Silver
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1PV126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 02/28/2017 12:24:29 PM
 Area: Customer Care
 Detail Code:
 Summary: See SR# [REDACTED]

Type: Inquiry

Sub Type:

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/28/2017 12:24:07 PM	Call - Inbound Documentation	In Progress		[REDACTED]	NCARHAR	Nelson Carhart		nelson.carhart@mbusa.com

Activity Comment:

See SR# [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/28/2017 12:07:12 PM	Call - Inbound	In Progress			NCARHAR	Nelson Carhart		nelson.carhart@mbusa.com

Activity Comment:

Inbound Call - Log - ANI=[REDACTED] | DNIS = [REDACTED] Data_A=[REDACTED] Data_B=[REDACTED] Data_C=101| Data_D=[REDACTED] Data_E= |Time-2/28/2017 12:07:02 PM |CH [REDACTED]

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

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: Simon Knott
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: SIKNOTT
First Name: [REDACTED]	State: TX	Agent Phone: (201) 802-7814
Open: 02/17/2017 12:35:02 PM	Zip Code: [REDACTED]	Agent Email: simon.knott@mbusa.com
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 26000		

Issue Code/ Summary

Date Closed: 02/28/2017 12:36:09 PM	Type: Complaint	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Parts/Accessories		
Summary: BB		
Towing break system/ wiring not installed nor can be		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/28/2017 12:35:32 PM	Email - Outbound	Done		[REDACTED]	SIKNOTT	Simon Knott	(201) 802-7814	simon.knott@m busa.com

Activity Comment:

Hi Jimmy,

Here is the information needed for [REDACTED] [REDACTED] and their 2016 Metris VIN [REDACTED]. We have authorized a C1A goodwill gesture in the amount of \$1,000.00 towards the repair of this vehicle.

Forward this email to your Warranty Administrator to ensure claimed as follows:

- Repair Order Open Date should be the date the activity# was created: 02.28.2017
- In the DTC/Activity# field enter: [REDACTED]
- Do NOT click the DSA button in the claims system

- Claim DOES NOT require AOM authorization
- Use Damage code 21804
- Amount: \$1,000.00 claimed in sublet
- Be sure to complete GW Participation Screen fields to account for dealer and or customer participation.
- If the Repair Order goes into error, ensure correct Activity# is claimed and amount matches prior to opening an online case
- If amount exceeds authorized amount, either reduce the amount of the claim or contact me if there is a discrepancy with the amount

If you have any questions regarding the submission of this claim, please contact Warranty Services Group (WSG) at 1-877-974-6287. Should you have any questions or concerns regarding the specifics of the case/amounts please contact me.

Simon

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	02/28/2017 12:33:09 PM	C1A - Repair Assistance	Done		████ █████	SIKNOTT	Simon Knott	(201) 802-7814	simon.knott@mbusa.com

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	02/28/2017 12:32:09 PM	Call - Outbound	Done		████████	SIKNOTT	Simon Knott	(201) 802-7814	simon.knott@mbusa.com

Activity Comment:

Writer called SrvM Jimmy M who advised dealer has fitted a brake controler for customer and needs to use the offered \$1,000 in CA1

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	02/28/2017 12:20:36 PM	Call - Inbound Documentation	Done		████ █████	NCARHAR	Nelson Carhart		nelson.carhart@mbusa.com

Activity Comment:

Service Manager Jimmy from Park Place Motor Cars Fort worth called to speak with Simon regarding this issue. Writer transferred him so eh could leave a message.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	02/21/2017 12:45:09 PM	Goodwill Offer	Done		████ █████	SIKNOTT	Simon Knott	(201) 802-7814	simon.knott@mbusa.com

Activity Comment:

\$1,000 towards trainer modification, as per TL Tara.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	02/21/2017 12:30:42 PM	Call - Inbound	Done		████ █████	SIKNOTT	Simon Knott	(201) 802-7814	simon.knott@mbusa.com

Activity Comment:

Customer called writer.

Writer spoke at length (30mins) about how the vehicle can tow 5,000lb, but it is State restrictions that insist on braked trailers. Writer offered (as per TL Tara) \$1,000 towards a possible trailer modification. Writer advised the information has been shared with relevant parties in MB.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	02/21/2017 11:12:49 AM	Call - Outbound	Done		████ █████	SIKNOTT	Simon Knott	(201) 802-7814	simon.knott@mbusa.com

Activity Comment:

Writer called customer and left detailed VM together with contact number and business hours.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	02/17/2017 12:59:15 PM	Call - Inbound Documentation	Done		████ █████	ANOROZC	Anthony Orozco	(201) 476-6242	anthony.orozco@mbusa.com

Activity Comment:

Customer called very upset because it is now spring season 2017 and last year wasn't able to take his camper out with his family because his state requires anything over 3,000lbs to have a trailer breaking system and he bought the vehicle due to it was advertised it can tow up to 5,000lbs but not breaking system module were installed on US vehicles and customer would like this part to be put in

writer investigated with ██████████ and found that MB has advertised that the vehicle can 5,000lbs but unfortunately the breaking system parts were installed in no US MB Metris Van - Something Germany has had an issue with because customer have paid for towing package but vehicle don't have Breaking system for trailers installed nor wiring for it

At this time there seems to be nothing MB can do as no after market parts are even available

Customer is very upset as he did by this van for towing purpose and has had no luck as there still is no remedy for situation and doesn't know what to do at this point

Writer suggested a possible BB of vehicle as there is nothing we could do - advised couldn't promise anything or if assistance is even available but did advise we are aware of the situation

Customer very upset doesn't want a BB or swap he wants the problem fixed but there is no remedy

Callback# ██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	02/17/2017 12:35:02 PM	Call - Inbound	Done			ANOROZC	Anthony Orozco	(201) 476-6242	anthony.orozco @mbusa.com

Activity Comment:

Inbound Call - Log - ██████████ | DNIS = █████ Data_ █████ Data_ █████ Data_C=101| Data_D=██████ Data_E= |Time-2/17/2017 12:34:51 PM |CH-1638

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: Debra Sciarra
Last Name: [REDACTED]	City:	Agent ID: DSCIARR
First Name: [REDACTED]	State:	Agent Phone:
Open: 02/17/2017 12:15:52 PM	Zip Code:	Agent Email: deborah.sciarra@mbusa.com
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 26400		

Issue Code/ Summary

Date Closed: 02/17/2017 12:20:37 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Options / Features		
Summary: transmission type		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/17/2017 12:19:55 PM	Call - Inbound Documentation	Done		[REDACTED]	DSCIARR	Debra Sciarra		deborah.sciarra@mbusa.com

Activity Comment:

mr [REDACTED] asks type of transmission advised per netstar.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/17/2017 12:15:52 PM	Call - Inbound	Done			DSCIARR	Debra Sciarra		deborah.sciarra@mbusa.com

Activity Comment:

Inbound Call - Log - [REDACTED] | DNIS = [REDACTED] Data_ [REDACTED] Data_ [REDACTED] Data_C=101| Data_D=[REDACTED] Data_E= |Time-2/17/2017 12:15:50 PM |CH-780

Service Request (Vehicle Owner:)

Service Request ID:	Vehicle Location Street:	Agent Name: Alec DePalma
Last Name:	City:	Agent ID: DEPALMA
First Name:	State:	Agent Phone:
Open: 06/01/2016 01:33:23 PM	Zip Code:	Agent Email: alec.depalma@mbusa.com
Status: Closed	Phone:	

Vehicle Information

Vin:	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 06/01/2016 01:36:24 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Airbag/Takata		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		06/01/2016 01:35:36 PM	Call - Inbound Documentation	Done			DEPALMA	Alec DePalma		alec.depalma@mbusa.com

Activity Comment:

customer called in to see if his vehicle is affected by the recall agent advised his vehicle is not affected

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		06/01/2016 01:33:23 PM	Call - Inbound	Done			DEPALMA	Alec DePalma		alec.depalma@mbusa.com

Activity Comment:

Inbound Call - Log - | DNIS = 2113| Data_ | Data_ | Data_C=101| Data_ | Data_E= |Time-6/1/2016 1:33:05 PM |CH-697

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

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: Musaja Kukic
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: MUKUKIC
First Name: [REDACTED]	State: TX	Agent Phone:
Open: 03/30/2016 11:12:58 AM	Zip Code: [REDACTED]	Agent Email: musaja.kukic@mbusa.com
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 5000		

Issue Code/ Summary

Date Closed: 03/30/2016 11:26:32 AM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Options / Features		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	03/30/2016 11:23:50 AM	Call - Inbound Documentation	Done		[REDACTED]	MUKUKIC	Musaja Kukic		musaja.kukic@mbusa.com

Activity Comment:

customer seeking brake controller adapter. advised customer to have vehicle verified with proper connectors at dlr for further assistance.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	03/30/2016 11:12:59 AM	Call - Inbound	Done			MUKUKIC	Musaja Kukic		musaja.kukic@mbusa.com

Activity Comment:

Inbound Call - Log - [REDACTED] | DNIS = [REDACTED] Data_ [REDACTED] Data_ [REDACTED] Data_C=101| Data_D=[REDACTED] Data_E= [REDACTED] |Time-3/30/2016 11:12:50 AM |CH-251

Service Request (Vehicle Owner:)

Service Request ID:	Vehicle Location Street:	Agent Name: Alec DePalma
Last Name:	City:	Agent ID: DEPALMA
First Name:	State:	Agent Phone:
Open: 03/29/2016 04:39:32 PM	Zip Code:	Agent Email: alec.depalma@mbusa.com
Status: Closed	Phone:	

Vehicle Information

Vin:	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 5000		

Issue Code/ Summary

Date Closed: 03/29/2016 04:53:28 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: General		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/29/2016 04:50:15 PM	Call - Inbound Documentation	Done			DEPALMA	Alec DePalma		alec.depalma@mbusa.com

Activity Comment:

customer called in for assistance getting an electronic brake controler agent was able to assist customer

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/29/2016 04:39:32 PM	Call - Inbound	Done			DEPALMA	Alec DePalma		alec.depalma@mbusa.com

Activity Comment:

Inbound Call - Log - | DNIS = Data_ Data_ Data_C=101| Data_D= Data_E= |Time-3/29/2016 4:39:22 PM |CH-3559

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

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: Josias Mondesir
Last Name: [REDACTED]	City:	Agent ID: MONDESJ
First Name: [REDACTED]	State:	Agent Phone:
Open: 01/08/2016 06:18:24 PM	Zip Code:	Agent Email:
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 01/10/2016 11:48:15 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: Warranty Coverage		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/10/2016 11:46:43 PM	Call - Inbound	Done		[REDACTED]	MONDESJ	Josias Mondesir		

Activity Comment:

Customer called to review the available ELW for vehicle.

Advised customer to speak to the dlr Finance Manager.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/08/2016 06:18:25 PM	Call - Inbound	Done			MONDESJ	Josias Mondesir		

Activity Comment:

Inbound Call - Log - [REDACTED] | DNIS = 5 | Data_ [REDACTED] Data_ [REDACTED] Data_C=101 | Data_D=5 | Data_E= | Time-1/8/2016 6:18:23 PM | CH-4046

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

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: Lois Grillo
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: LGRILLO
First Name: [REDACTED]	State: TX	Agent Phone: (201) 505-4627
Open: 12/12/2017 03:44:48 PM	Zip Code: [REDACTED]	Agent Email: lgr171@mbusa.com
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 43000		

Issue Code/ Summary

Date Closed: 02/23/2018 05:17:12 PM	Type: Complaint	Sub Type: Vehicle
Area: Customer Advocacy		
Detail Code: System leaks,Features		
Summary: Fuel line replacement in service 12/30/2015 has ELW to 12/29/2023 or 120K miles upfitted vehicle. SR # [REDACTED] (\$1000 C1A)		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/23/2018 05:13:09 PM	Email - Outbound	Done		[REDACTED]	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Dear Mr. [REDACTED],

Thank you for your email.

We rely on our authorized Mercedes-Benz dealerships to diagnose and make repairs to our vehicles.

My contact information is below and I welcome your contact should you have any questions. I am in the office Monday to Friday, 9 AM to 5 PM. I am out of the office February 26, 27, 28, 2018.

Your feedback is appreciated and your comments noted.

Kind regards,

Lois

Executive Referral Manager

Customer Advocacy

1-800-367-6372, Extension 4627

Mercedes-Benz USA, LLC

[THREAD ID:1-]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/23/2018 03:52:15 PM	Email - Inbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Lois,

Our experience with the dealership was good. We had to wait a week for the part to be ordered and delivered and another week to be installed.

Our biggest problem is the quality and safety of the vehicle we purchased. As of now we have had these major issues.

1. Lots of rattling from the back door area.
2. Squealing breaks.
3. Rear Seats that have come loose in the tracks.
4. Engine plug that was leaking oil.
5. Radio that shuts off automatically.
6. Unsafe side mirrors. To small for the size of the vehicle.
7. Major Fuel leak.

So we are not happy with the vehicles quality and really question the overall safety over the long term.

Thanks,

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

Sent from my iPhone

> On Jan 11, 2018, at 13:44, MBUSA_CAC@mbusa.com wrote:

>

> Dear Mr. [REDACTED],

>

> I am following up regarding your recent inquiry.

>

> It is our understanding your dealer has repaired the Metris and it has been returned to you.

>

> If you'd like to speak with me, I may be reached at the below telephone number Monday to Friday, 9 AM to 5 PM.

>

> Ms. [REDACTED], we appreciate your taking the time to provide feedback and extend best wishes to safe and pleasant driving.

>

> Sincerely,

> Lois

> Executive Referral Manager

> Customer Advocacy

> 1-800-367-6372, Extension 4627

> Mercedes-Benz USA, LLC

>

> [THREAD ID: [REDACTED]]

Attachment(s): 1 Service Request ID: [REDACTED] Activity ID: [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/11/2018 06:03:48 PM	General	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:**Fuel line replacement****in service 12/30/2015****has ELW to 12/29/2023 or 120K miles****upfitted vehicle.****SR # [REDACTED] (\$1000 C1A)**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/11/2018 02:42:26 PM	Email - Outbound	Done		[REDACTED]	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:**Dear Mr. [REDACTED],****I am following up regarding your recent inquiry.****It is our understanding your dealer has repaired the Metris and it has been returned to you.****If you'd like to speak with me, I may be reached at the below telephone number Monday to Friday, 9 AM to 5 PM.****Ms. [REDACTED], we appreciate your taking the time to provide feedback and extend best wishes to safe and pleasant driving.****Sincerely,****Lois****Executive Referral Manager****Customer Advocacy****1-800-367-6372, Extension 4627****Mercedes-Benz USA, LLC****[THREAD ID: [REDACTED]]**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/04/2018 05:43:33 PM	Call - Inbound	Done		[REDACTED]	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Activity Comment:

Happy New Year [REDACTED],

Just looking to close the loop.

Has the vehicle been repaired and returned to the customer?

Lois

Sincerely,

Lois Grillo

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/20/2017 01:58:09 PM	Email - Inbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

From: [REDACTED]

Sent: Wednesday, December 20, 2017 1:31 PM

To: Grillo, Lois (171) <lgr171@mbusa.com>

Cc: Pietsch, Patricia (171) <patricia.pietsch@mbusa.com>; Oswald, Frank (171) <Frank.Oswald@mbusa.com>

Subject: RE: SR # [REDACTED] [REDACTED] Metris fuel line

Let me see what we can find. We will work something out!

Manuel Dominguez

Service Manager

Park Place Motorcars Fort Worth

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/20/2017 01:30:08 PM	Email - Outbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

[REDACTED],

We appreciate the update.

The customer mentioned that he is in need of an 8 passenger vehicle for the holidays.

Customer has a large family and they are currently in a 5 passenger loaner.

If his vehicle isn't ready for Friday, is it possible to get him into a 8 passenger vehicle?

Lois

Sincerely,

Lois Grillo

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/20/2017 01:24:08 PM	Email - Inbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

From: [REDACTED]

Sent: Wednesday, December 20, 2017 1:19 PM

To: Grillo, Lois (171) <lgr171@mbusa.com>

Cc: Pietsch, Patricia (171) <patricia.pietsch@mbusa.com>; Oswald, Frank (171) <Frank.Oswald@mbusa.com>

Subject: RE: SR # [REDACTED] [REDACTED] [REDACTED] Metris fuel line

Good afternoon,

The Line that we are waiting for is in route. We should have it here tomorrow or Friday. Hoping to have it all put back together Friday mid day.

It was a Fuel line that is leaking. There is a line that has been leaking on our 4 cylinder engines that is now being updated. The design of the end of the line that connects to the high pressure pump when cold would shrink enough to cause a fuel leak. He came to the dealership and spoke with me. We took him back and showed him his vehicle and the line that was leaking. As far as the mirrors there are no options Mercedes offers. Unless he wanted to go the aftermarket route. Not sure what options are out there but I am sure there are some.

Manuel Dominguez

Service Manager

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/20/2017 12:54:51 PM	Call - Inbound	Done		█ █	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Mr. [REDACTED] called in stating:

- the dealer told him this is a problem with the part for the Metris & C-Class.
- the dealer told him that the part may be in this Friday or it may come in January.
- customer feels that this is a widespread problem & wants MBUSA to confirm it is being repaired.
- customer states that the dealer put him into a 5 passenger vehicle but they need an 8 passenger vehicle for their family. This is especially important for the holidays.
- customer states that he is ready to report the fuel leak to NHTSA & to post photos of the fuel leak on social media.

I stated that MBUSA will honor the NVLW; no recalls/campaigns for this issue.

-have reached out to the dealer today for an update on the repair.

-advised of my holiday schedule.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/20/2017 11:00:11 AM	Email - Inbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Good Morning [REDACTED],

Just looking for any update on this one.

Has it been fuel line repair been completed? Has the Metris been returned to the customer?

Customer has inquired the cause of the fuel leak – do we know what caused it?

Customer has also inquired about larger sideview mirrors for the vehicle. Not sure that there are any options.

Lois

Sincerely,

Lois Grillo

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/13/2017 03:05:12 PM	Email - Inbound	Done		[REDACTED]	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Thank you for help and I hope we can get these serious issues resolved with our vehicle.

As we discussed, I would like to receive answers to my two main safety concerns. One is the cause of the major engine fuel leak and what the long term fix is and the second is the inadequate design of the side mirrors which cause major blind spots.

Thank you,

Sent from my iPhone

> On Dec 13, 2017, at 13:35, MBUSA_CAC@mbusa.com wrote:

 $\succ$

> Dear Mr. [REDACTED],

 $\succ$

> It was a pleasure to speak with you today.

 $\succ$

> If you'd like to speak with me, I may be reached at the below telephone number Monday to Friday, 9 AM to 5 PM.

 $\succ$

> Thank you for contacting Mercedes-Benz.

 $\succ$

> Sincerely,

> Lois

> Executive Referral Manager

> **Mercedes-Benz USA, LLC**

> 1-800-367-6372, Extension 4627

 $\succ$ $\succ$

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> [THREAD ID: ██████████]
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Attachment(s): 1 Service Request ID: [REDACTED] Activity ID: [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	12/13/2017 02:34:45 PM	Email - Outbound	Done		████ █████	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Dear Mr. [REDACTED],

It was a pleasure to speak with you today.

If you'd like to speak with me, I may be reached at the below telephone number Monday to Friday, 9 AM to 5 PM.

Thank you for contacting Mercedes-Benz.

Sincerely,

Lois

Executive Referral Manager

Mercedes-Benz USA, LLC

1-800-367-6372, Extension 4627

[THREAD ID: [REDACTED]]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/13/2017 12:29:33 PM	Email - Inbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

From: [REDACTED]

Sent: Wednesday, December 13, 2017 12:07 PM

To: Grillo, Lois (171) <lgr171@mbusa.com>

Cc: Pietsch, Patricia (171) <patricia.pietsch@mbusa.com>; Oswald, Frank (171) <Frank.Oswald@mbusa.com>

Subject: RE: SR # [REDACTED] Metris fuel line

At this point we are waiting on the part should be here in about a week.

Manuel Dominguez

Service Manager

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/13/2017 11:58:27 AM	Email - Outbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Good Morning Manuel,

Customer contacted MBUSA related to a fuel line leak.

2016 Metris with 43K miles

Concern: Metris towed to dealer for fuel line leak and feels it could have caused a fire. The part has been ordered from Germany and it is backordered as this is a “common problem” with Metris & C-Classes.

-customer wants assurances about the repair and will not pick-up the Metris until he knows it is safe for his family.

-also, customer feels the side view mirrors are too small and would like to know if there are larger ones available.

Please advise the status of the repair.

Lois

Regards,

Lois Grillo

Executive Referral Manager

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/13/2017 11:20:54 AM	Call - Inbound	Done			LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa.com

Activity Comment:

Customer called back - this is a Metris used for family transportation.

-had issues including seats coming loose, the mirrors are too small, major oil leak and now there was a fuel leak from the engine compartment - it was towed to dealer.

-the defective part is on back ordered - MB knows about this issue.

-the dealer is only replacing the fuel line that is leaking.

-he feels that this could cause a fire.

-claims that the parts have been ordered from Germany as there are none in the USA; this is a common problem with the Metris and C-Classes.

-he isn't picking up the vehicle until he knows it is safe for his family.

-wants replacement sideview mirrors as they are too small.

-requests that I send him my contact information.

I advised:

-MBUSA will honor the NVLW

-defined my role

-no outstanding recalls/campaigns

-will reach out to the dealer & region for review.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/13/2017 11:11:19 AM	Email - Outbound	Done		████ █████	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa. com

Activity Comment:

Dear Mr. █████ █████,

I'm following up on your contact to our Customer Assistance Center but have been unable to reach you by telephone.

I would appreciate the opportunity to talk with you at your earliest convenience.

If you'd like to speak with me, I may be reached at the below telephone number Monday to Friday, 9 AM to 5 PM, eastern standard time.

Thank you for contacting Mercedes-Benz.

Kind regards,

Lois

Executive Referral Manager

Mercedes-Benz USA, LLC

1-800-367-6372, Extension 4627

[THREAD ID:1-██████████]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/13/2017 09:48:10 AM	Call - Outbound	Done		████ █████	LGRILLO	Lois Grillo	(201) 505-4627	lgr171@mbusa. com

Activity Comment:

called customer at [REDACTED] & left a V/M for a call back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/12/2017 03:45:54 PM	Call - Inbound Documentation	Done		[REDACTED]	OLCRVAR	Olivia Crvaric	(201) 476-6224	olivia.crvaric@mbusa.com

Activity Comment:

Mr. [REDACTED] claims:

- Fuel leak
- Vehicle had lot of issues
- "last straw"
- wife doesn't feel comfortable driving the vehicle
- At DLR since last Friday
- Spoke with SrvM [REDACTED] who advised fuel line replaced but unable to advise why fuel line failed
- Wants to return vehicle
- Wants to know of other instances; alleges forums have similar complaints

Writer:

- Acknowledged concerns
- Advised there were no recalls or service campaigns
- Unable to speak to other vehicles or what is written on non-official MB sites
- Would share req with BB with ERM
- Made no promise of outcome
- ERM would follow up in 24 hours

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/12/2017 03:44:48 PM	Call - Inbound	Done		[REDACTED]	OLCRVAR	Olivia Crvaric	(201) 476-6224	olivia.crvaric@mbusa.com

Activity Comment:

Inbound Call - Log - ANI = [REDACTED]