



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: 2006	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Iridium Silver	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 201	Warranty Start Date: 07/31/2006
Model: CLS500C	Engine: [REDACTED]	Roadside Ext Date:
Mile: 53316.0000000	Fuel:	Radio Code:
Roadside Eligibility: N	Preferred Dealer:	Last Selling Dealer: JOHN SISSON MOTORS, INC.
Sale At Dealer:		Last Servicing Dealer: NAPLETON'S AUTOWERKS
Vin: [REDACTED]	Year: 2006	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Iridium Silver	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 201	Warranty Start Date: 07/31/2006
Model: CLS500C	Engine: [REDACTED]	Roadside Ext Date:
Mile: 53316.0000000	Fuel:	Radio Code:
Roadside Eligibility: N	Preferred Dealer:	Last Selling Dealer: JOHN SISSON MOTORS, INC.
Sale At Dealer:		Last Servicing Dealer: NAPLETON'S AUTOWERKS
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 06/23/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 24455.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF STATE COLLEGE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF STATE COLLEGE

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 06/23/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 24455.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF STATE COLLEGE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF STATE COLLEGE

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: 12/19/2016 02:39:28 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 7763		

Issue Code/ Summary

Date Closed: 01/13/2017 03:07:57 PM	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Advocacy		
Detail Code: Odor,No Loaner Available,Problem Not Found,Problem Recurring		
Summary: intermittent fuel odor in service 6/23/2016 upfitted vehicle selling dlr 67113 offered goodwill for a rental vehicle		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 03:07:15 PM	General	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

intermittent fuel odor

in service 6/23/2016

upfitted vehicle

selling dlr [REDACTED]

offered goodwill for a rental vehicle

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 03:06:03 PM	Note	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Reviewed rental vehicle with TL [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 02:59:56 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Dear [REDACTED]

Thank you for speaking with me earlier.

In appreciation of your loyalty, Mercedes Benz USA, LLC (MBUSA) will offer you up to \$40 per day for the rental of a vehicle for up to 3 days while your vehicle is being diagnosed at the authorized Mercedes-Benz dealership.

If you wish to accept this offer, please reply directly to this e-mail including the rental vehicle invoice and proof of payment for review when your vehicle is repaired. Please be advised only paid invoices from recognized vehicle rental companies can be reviewed for reimbursement.

I can be reached at the phone number below Monday through Friday from 9:00 AM - 5:00 PM Eastern Standard Time, and invite you to contact me with any additional questions or concerns.

Sincerely,

[REDACTED]

Executive Referral Manager

Customer Assistance Center

Mercedes-Benz USA, LLC

3 Mercedes Drive

[REDACTED]

[REDACTED]

[THREAD ID [REDACTED]]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 02:22:43 PM	Goodwill Offer	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] called me back and states that he had to cancel his appointment at dlr. [REDACTED]

-there continues to be an intermittent fuel smell -- mostly in the morning after a cold start.

I advised:

-dlr [REDACTED] doesn't offer loaners for sprinter or metris.

-I advocated for him further, and can offer him a rental vehicle for 3 days for up to \$40/day for diagnosis from a recognized rental agency. If a repair is needed, I can then review if further.

-customer thanked me for the offer, and will make the appointments.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 02:16:50 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Cust req to spk with [REDACTED] - Writer wt call to [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 02:14:57 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=[REDACTED] | DNIS = [REDACTED] Data_A=[REDACTED] Data_B=[REDACTED] Data_C=[REDACTED] Data_D=[REDACTED] Data_E=[REDACTED] |Time-1/13/2017 2:14:53 PM |CH-[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/13/2017 02:12:54 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Called customer at (██████████) & left a V/M for a call back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	01/13/2017 02:10:15 PM	Call - Outbound	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

Called customer at (██████████) - unable to leave a message as the mailbox is full.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	01/10/2017 11:20:03 AM	Call - Outbound	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

Called ServM ██████████ at John Sisson Motors:

- the vehicle doesn't have a history with this dealership.
- there was an appointment for this customer at one time but it no longer is there.
- the Metris has not been brought to dealer.
- dealer doesn't provide loaners to Sprinter & Metris owners.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/21/2016 04:48:21 PM	Call - Inbound	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

customer called back to advise that he can get an appointment for Jan. 9 but he needs transportation.

I advised that I am reaching out to the ServM and advocating for him - no promise made.

I also reminded customer he can take to the selling dealer who can provide a loaner - customer declines as they are 3 hrs away.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/21/2016 04:46:19 PM	Email - Outbound	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

Hello ██████,

██████████

2016 Metris with 7,763 miles

██████████

Upfitted vehicle (personal vehicle)

Purchased it from ██████████

Claims that there is a smell of fuel after warming up the vehicle in the morning (no sign of a leak) – the selling dealer has been unable to verify after 2 attempts.

Customer has made an appointment with Sisson for Jan. 9, 2016 for investigation of the concern.

Customer is in need of loaner/alternate transportation as this is his only personal vehicle.

Is there anything the dealer can offer?

I am out of the office 12/22 thru 12/28.

Please advise,

██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/21/2016 04:33:30 PM	Case Follow-up	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

Customer called and asked to speak with his ERM. Writer contacted ██████████ and but got no reply. Writer advised ERM is unavailable and offered her voicemail. Cust accepted.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/21/2016 04:32:12 PM	Call - Inbound	Done			██████████	██████████	(██████████)	██████████

Activity Comment:

Inbound Call - Log - ANI=██████████ | DNIS = █████ Data_A=██████████ Data_B=██████████ Data_C=████ Data_D=██████ | Data_E= |Time-12/21/2016 4:32:09 PM |CH ██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/21/2016 04:27:19 PM	Call - Outbound	Done			██████████	██████████	(██████████)	██████████

Activity Comment:

Called ServM ██████████ & left a V/M with a heads up about the Metris.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/21/2016 04:10:32 PM	Call - Inbound	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

Called [REDACTED] and advised:

- advised him the the selling dealer invites him to make an appointment for diagnosis and for the customer to bring it in -- (customer states that he is 3 hr away)
- I provided the information that the ServM from selling dealer provided - they were unable to verify the complaint.
- I suggested that he make an appointment with John Sisson Motors for investigation - customer states that they told him it will be 30 days and they would not offer a loaner.
- I advised it there is a leak he can call RAP and they will tow it to the closest dealer.
- dealers offer loaners but MB encourages dealers provide some type of alternate transportation.
- customer isn't not happy with the options and wants a loaner to be delivered to him when the vehicle is picked-up.
- I will reach out to the dealer to advocate for him.

provided my holiday schedule to the customer.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2016 03:59:14 PM	Note	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] services Metris

[REDACTED] does not service Metris

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2016 03:10:50 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] called in -

- customer lives 3 hrs away and he has sent a driver with a loaner 2 times to customer.
- dealer has found no fault codes; drove it for 10 hrs.; put fuel in it; checked it warmed up & cold; dealer has been unable to duplicate the complaint of fuel odor.
- dealer declines to pick-up but invites the customer to bring to dealer for investigation. Customer wish to bring to another dealer closer to his home.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2016 10:45:04 AM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Called [REDACTED] & left a V/M that I sent him an email & it wasn't deliverable.

Asked for him to call me.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/20/2016 09:46:54 AM	Email - Outbound	Done						

Activity Comment:**Good Morning:****2016 Metris with 7800 miles****upfitted vehicle****-there is an intermittent smell of fuel after filling it up - it happens the following morning after warming up the vehicle and even at other times. There is no evidence of a fuel leak.****-just called the dealer & they didn't find anything the last it at the dealer a month ago.****Could someone reach out to the customer to arrange for an appointment to investigate the concern.****Please keep me informed.****Thanks**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/20/2016 09:18:24 AM	Call - Outbound	Done						

Activity Comment:**Called who states:****-there is an intermittent smell of fuel after filling it up - it happens the following morning after warming up. There is no evidence of a fuel leak.****-just called the dealer & they didn't find anything the last it at the dealer a month away.****I advised:****-MBUSA will honor the NVLW****-defined my role as a EFM.****-dealer will need to duplicate the issue and will check for codes.****-will reach out to the dealer and ask that they contact him.**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/19/2016 06:16:47 PM	Call - Outbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

Left a V/M for the customer to call me.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/19/2016 02:49:25 PM	Call - Inbound Documentation	Done		██████████	██████████	██████████		██████████

Activity Comment:

cust stated there is a strong fuel odor surrounding the outside of the veh. permeating from the fuel tank, cust stated it can seep in to the veh. cabin as well, cust concerned that this is a safety issue, however, the dlr hasn't had much success finding the cause of the concern as it is interimittent

cust has talked to ServMgr ██████████ regarding this matter & is looking to get the car back in service

cust doesn't feel safe having the car parked inside his garage with the fuel fumes surrounding the veh. & asks for help getting this fixed correctly

writer ack. cust frustrations & will refer matter to ERM for f/u in 1 b. day, no promises of outcome

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/19/2016 02:39:28 PM	Call - Inbound	Done			██████████	██████████		██████████

Activity Comment:

Inbound Call - Log - ANI=██████████ DNIS = █████ Data_A=██████████ | Data_B=██████████ Data_C=██████ | Data_D=██████ Data_E= |Time-12/19/2016 2:39:17 PM |CH-██████

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: [REDACTED]	Agent Phone: [REDACTED]
Open: 09/27/2016 04:30:20 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 09/27/2016 04:44:18 PM	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: [REDACTED]		
Summary: [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/27/2016 04:42:46 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Cust called requesting to know if there are any other dealers near by to him that can service his veh. Writer advised the cust of the closest dealers.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/27/2016 04:30:21 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=[REDACTED] | DNIS = 4 | Data_A=[REDACTED] | Data_B=[REDACTED] | Data_C=[REDACTED] | Data_D=4 | Data_E= [Time-9/27/2016 4:30:19 PM | CH=[REDACTED]