



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: Canvasit Blue	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/22/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 11910.000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: HENDRICK MOTORS OF CHARLOTTE
Sale At Dealer:		Last Servicing Dealer: HENDRICK MOTORS OF CHARLOTTE
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 09/02/2017
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: HENDRICK MOTORS OF CHARLOTTE
Sale At Dealer:		Last Servicing Dealer: HENDRICK MOTORS OF CHARLOTTE
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 09/02/2017
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: HENDRICK MOTORS OF CHARLOTTE
Sale At Dealer:		Last Servicing Dealer: HENDRICK MOTORS OF CHARLOTTE

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

Service Request ID: [REDACTED]	Vehicle Location: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 10/27/2017 05:06:20 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: In Progress	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Canvasit Blue	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 2000		

Issue Code/ Summary

Date Closed:	Type: Inquiry	Sub Type: Vehicle
Area: Customer Care		
Detail Code: System leaks		
Summary: Language Line call - spanish smell of gas in the car, botton of the car there was gas [REDACTED]		

Activity Information

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: 10/27/2017 05:02:48 PM	Zip Code: [REDACTED]	[REDACTED]

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Canvasit Blue	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 2000		

Issue Code/ Summary

Date Closed: 10/29/2017 06:01:44 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: System leaks		
Summary: Language Line call - spanish smell of gas in the car, botton of the car there was gas		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	10/27/2017 05:30:37 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number:** [REDACTED], **Vendor:** NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	10/27/2017 05:05:59 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:****HEIGHT - 75.2"*********WEIGHT - 6724"*****

****LENGTH - 202.4"****

What is the reason for the tow? Tow Non Accident- System leaks

Customer status or information about circumstance:

Will the transmission go into neutral:Y

Is the steering locked and if yes, are the front wheels turned or facing straight?:N

Has an MB RAP Tech been on site: N

Will someone be with the vehicle for the tow:Y

Is the customer riding with vendor (No more than 2 people max):N

Is Customer at home?N

Is the vehicle at a safe location OR side of the road:Y

Is the car in a parking garage/ or home garage (What is clearance?)N

Dealer Overnight Dropbox: Yes

Location of drop box:Gates close @ 9. Leave by Sprinters.

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 [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: 10/27/2017 04:40:31 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Canvasit Blue	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 2000		

Issue Code/ Summary

Date Closed: 10/30/2017 04:53:45 PM	Type: Complaint	Sub Type: Vehicle
Area: Customer Advocacy		
Detail Code: System leaks		
Summary: Fuel Odor Concern - no assistance requested from CAC		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	10/30/2017 04:52:59 PM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	([REDACTED])	[REDACTED]

Activity Comment:**From:** [REDACTED] [mailto:[REDACTED]]**Sent:** Monday, October 30, 2017 4:30 PM**To:** [REDACTED] (171) [REDACTED]**Subject:** RE: SR [REDACTED] 2016 Sprinter [REDACTED] Fuel Leak**The vehicle is fixed and repaired. It had a fuel line come loose and all the parts and labor was covered under warranty.**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	10/30/2017 03:14:08 PM	Call - Outbound	Customer Reached		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

writer called customer: (██████████)

cust stated:

-confirmed veh was towed last Fri to Hendricks

-recieved follow up from Dlr on Sat for additional details behind fuel leak concern

cust was not asking MBUSA for any form of assistance on this matter, apprecaited writer's follow up & mutually ended call

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	10/30/2017 01:19:37 PM	Email - Outbound	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

email to Svc Mgr/Sprinter AOM:

From: ██████████ (171)

Sent: Monday, October 30, 2017 1:24 PM

To: ██████████ ██████████

Cc: ██████████

Subject: RE: ██████████ 2016 Sprinter ██████████ - Fuel Leak

Importance: High

Hi ██████,

Hope all is well.

Left you message earlier regarding ██████████ contact with CAC regarding their 2016 Sprinter (██████████) with approx. 2k miles.

Vehicle was towed into Hendricks on Friday 10/27 for fuel leak concern, they allege bottom of vehicle was soaked in fuel.

Has your team had the opportunity to diagnose vehicle?

Please advise.

Warm Regards,

██████████
Executive Referral Manager, Customer Advocacy

Eastern & Southern Regions

Mercedes-Benz USA, LLC

██████████

██████████

██████████

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	10/30/2017 12:50:58 PM	Call - Outbound	Left Message		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

writer called Hendricks Svc Mgr ██████████

-left msg

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	10/27/2017 06:19:32 PM	General	Done		██████████	██████████	██████████	(██████████)	██████████

Activity Comment:

-not ranked

-2nd owner

-1 Sprinter

-0 warranty claims

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	10/27/2017 05:19:17 PM	Call - Inbound Documentation	Done		██████████	██████████	██████████		██████████

Activity Comment:

Cust called in and advised she was experiencing a gas leak in the vehicle cust stated the floor of the vehicle was soaked in gas. cust stated this is a brand new car with a safety issue and stated she was upset her kids were in the vehicle. Writer informed cust that this matter would be forwarded to a ERM and that she would be contacted within 24hrs. Writer also advised customer that no guarantees of assistance can be made at this time. Customer can be contacted at