



Mercedes-Benz

Legal C1C Report**Customer Information**

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

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 11/04/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 22597.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: RBM OF ATLANTA, INC.
Sale At Dealer:		Last Servicing Dealer: RBM OF ATLANTA, INC.

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 11/04/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 22597.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: RBM OF ATLANTA, INC.
Sale At Dealer:		Last Servicing Dealer: RBM OF ATLANTA, INC.

Service Request 1-939274499 (Vehicle Owner:Margaret Mathis Bryant)

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: 05/19/2017 09:18:40 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: [REDACTED]
 Miles: 4800

Year: 2016
 Franchise: SPNR

Model: M1PV126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 05/21/2017 06:01:37 AM
 Area: Roadside
 Detail Code: No power flow
 Summary:

Type: Break Down

Sub Type: Tow Non Accident

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	05/19/2017 09:32:23 AM	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]	05/19/2017 09:19:59 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Metris Van

7 feet high

What is the reason for the tow? Tow Non Accident- No power flow

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?:

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? y

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

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

Dealer Overnight Dropbox: Yes

Location of drop box: Svc. Dept.

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
██████████	██████████	05/19/2017 09:18:41 AM	Call - Inbound	System Closed			██████████	██████████		██████████

Activity Comment:

Inbound Call - Log - ANI=██████████**| DNIS =**██████**| Data_A=**██████████ **Data_B**██████████**| Data_C**██████**| Data_D**██████**| Data_E=**Time-5/19/2017 9:18:27 AM |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: 04/17/2018 02:44:53 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: On Hold	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: [REDACTED]
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 22600		

Issue Code/ Summary

Date Closed:	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Care		
Detail Code: Odor		
Summary: Buyback request Metris		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/25/2018 04:50:39 PM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Discussed with dealer GM.

GM wishes to buy vehicle from customer

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/23/2018 10:36:22 AM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

returned call.

Advised \$3000 to trade was offered.

Buyback declined.

██████████. says we will hear from her atty.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	04/23/2018 09:50:51 AM	Email - Outbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

I told her it didn't qualify for repurchase and we offered \$3000 to trade but the dealer couldn't make it work.

She told me she already had an attorney involved.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	04/20/2018 03:56:05 PM	Email - Inbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

We reached out to the client to offer her several options which included leasing a new car, and purchasing a used CPO GL. She is currently paying \$535 per month and doesn't want to exceed that payment. All options we have will far exceed the payment goals that she has. She told us at this time that she is just wanting Mercedes to buy her car back to which we told her that isnt our call. We have explored all viable options on our end and even with a heavy discount and some additional money down from here we cant get there. Let me know if I can provide any additional info and what else we might be able to do to help.

██████████

**Sales Manager
RBM of Atlanta**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	04/20/2018 11:40:46 AM	Email - Inbound	Done		██████████	██████████	██████████	██████████	██████████

Activity Comment:

██████████,

I will have an associate reach out to her to determine if we have something that works for them. We will do our best to take good care of her. Thanks for the heads up. Also assuming we work something out how do we need to account for the 3k from you guys?

██████████

Sales Manager

RBM of Atlanta

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/20/2018 11:01:28 AM	Email - Outbound	Done						

Activity Comment:

I just spoke with in service.

is unhappy with her Metris and wants to trade. Hopefully your sales department can work with her on pricing.

MBUSA has offered \$3000 toward the purchase price of another MB.

She has 4 children.

Really a GLS would be more appropriate but so much more expensive. Maybe a CPO? The Metris is a commercial work van not a family van.

That's why she's so unhappy.

Let us know what you can do for her.

She wants to come tomorrow. Her number is ()

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/20/2018 10:50:42 AM	Call - Outbound	Done						

Activity Comment:

called SD he says contact in sales.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/20/2018 10:47:57 AM	Call - Outbound	Done						

Activity Comment:

called ()

advised \$3000 offered

Will contact dlr to aks if they can work with cust.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/20/2018 10:47:08 AM	Call - Outbound	Done						

Activity Comment:

[REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/20/2018 09:33:43 AM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

called ([REDACTED])

[REDACTED]

Customer does not want veh.

Cust. has atty involved.

Wants \$4000

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/20/2018 09:21:42 AM	Buyback Decline w/Offer	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]

[REDACTED]

We suggested reviewing goodwill options including sales goodwill.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/19/2018 09:17:45 AM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

We reached out to the client this morning to confirm her car is finished and ready for pick up. This is the response she gave us letting us know that she isn't going to pick up and return the loaner until she hears from MB. Can someone please reach back out to her?

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/18/2018 10:18:10 AM	Email - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] does currently have the Metris here and we recommended rear brakes. She has not given us approval for the brake replacement and mentioned she is waiting to here

back from MB (she told us she would give us an answer by noon today). We have been patient with her decision process as we recommended the brakes last week.

Thank you,

[REDACTED]

Service Director

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/18/2018 09:59:40 AM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Dear [REDACTED]

Thank you for contacting Mercedes-Benz USA. We appreciate your taking the time to bring this concern to our attention.

It was a pleasure speaking with you. As we discussed, your request is under review.

In the meantime, if you need to speak with me, my contact information is below.

Sincerely,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA Customer Assistance Center

[REDACTED]

[THREAD ID:1-IDVBSJ]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/18/2018 09:54:53 AM	Call - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

called cust. ([REDACTED])

owned veh. 18 months.

5-6 very serious issues.

Brake pads replaced in Nov. Need replacement again.

Veh. overheating.

Dlr has records

Veh. at dlr.

Fuel smell affected children. Dr. bills Children do not want to get into vehicle.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/17/2018 03:11:03 PM	Email - Outbound	Done						

Activity Comment:

Please review and advise.

We have no lease information.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/17/2018 02:51:05 PM	Call - Inbound Documentation	Done						

Activity Comment:

SA:

Prior services: Turbo tube

service, gas smell from vehicle. "Too many to name"

Current service:, frequent brake replacement and electrical issues

Customer called in to submit buyback request.

Customer wants out of lease due to chronic issues with vehicle.

Vehicle currently with RBM of atlanta.

No expectation set.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/17/2018 02:44:53 PM	Call - Inbound	Done						

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