



Legal C1C Report

Customer Information

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

Vehicle Information

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: [REDACTED] Mile: 9861.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: BUYBACK Transmission: Warranty Start Date: 09/22/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF OXNARD Last Servicing Dealer: MERCEDES-BENZ OF OXNARD
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: [REDACTED] Mile: 9861.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: BUYBACK Transmission: Warranty Start Date: 09/22/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF OXNARD Last Servicing Dealer: MERCEDES-BENZ OF OXNARD
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: [REDACTED] Mile: 9861.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: BUYBACK Transmission: Warranty Start Date: 09/22/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF OXNARD Last Servicing Dealer: MERCEDES-BENZ OF OXNARD

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

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: TMASTER
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 03/22/2017 05:38:34 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: In Progress	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: [REDACTED]
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 9873		

Issue Code/ Summary

Date Closed:	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Care		
Detail Code: Leaks		
Summary: BB/replacement request		
Fuel leak		
-CEL 3 times		
Radiator fan noise		
Front/Rear brake pads replaced due to noise issues		
4/10/17 - BB approved		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/11/2017 12:43:18 PM	Call - Inbound	In Progress		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] called in. writer advised BB was approved; letter in mail and she will be contacted by [REDACTED]. cust happy.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/11/2017 12:31:10 PM	Call - Outbound	In Progress		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED] vm left for callback

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/10/2017 06:43:14 PM	White Mail - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:
BB approval letter sent to:

[REDACTED]
[REDACTED]
[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]	04/10/2017 03:26:10 PM	Email - Inbound	In Progress			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:
Entered ISG# [REDACTED]

With regards / [REDACTED],

[REDACTED] – Regional Customer Care Analyst
Phone: [REDACTED]

Fax: [REDACTED]

Cell: [REDACTED]

MBUSA Western Region
3860 N. Lakewood Blvd.
Long Beach, CA 90808

From: [REDACTED] (171)

Sent: Monday, April 10, 2017 12:14 PM

To: Pool-ID, Cacsiebprd1 (171-PID); CCM (171-NPM)

Cc: [REDACTED] (171); [REDACTED] (171); [REDACTED] (171); [REDACTED] (171); [REDACTED] (171)

Subject: RE: SR# [REDACTED], [REDACTED] Repurchase Request _ BYB Approved _ Product = Engine Function - Other (EVAP SYSTEM no technical resolution)

Writer reviewed service history and agrees to repurchase or replace vehicle. Writer requested CAC send a letter to customer or their representative stating MBUSA's position. Customer or their representative should be contacted within 5 business days of this entry to arrange repurchase process.

- 1 Pre-emptive
- 2 Excessive Repairs- Single Item
- 3 Engine Function - Other
- 4 Mileage off-set based on [REDACTED] 11/30/2016 4,424 miles

[REDACTED]

Customer Care Manager

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

IMPORTANT: The information contained in this e-mail message is confidential and is intended only for the named add...

Attachment(s): 2 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]	04/10/2017 03:20:31 PM	ISG Case Submission	In Progress		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

excessive repair, engine

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/10/2017 03:13:32 PM	Email - Inbound	In Progress		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Writer reviewed service history and agrees to repurchase or replace vehicle. Writer requested CAC send a letter to customer or their representative stating MBUSA's position. Customer or their representative should be contacted within 5 business days of this entry to arrange repurchase process.

- 1 **Pre-emptive**
- 2 **Excessive Repairs- Single Item**
- 3 **Engine Function - Other**
- 4 **Mileage off-set based on [REDACTED] 11/30/2016 4,424 miles**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

IMPORTANT: The information contained in this e-mail message is confidential and is intended only for the named addressee(s). If the reader of this e-mail message is not the intended recipient (or the individual

responsible for the delivery of this e-mail message to the intended recipient), please be advised that any re-use, dissemination, distribution or copying of this e-mail message is prohibited. If you have received this e-mail message in error, please reply

to the sender that you have received this e-mail message in error and then delete it. Thank you.

From: MBUSA_CAC@mbusa.com [mailto:MBUSA_CAC@mbusa.com]

Sent: Thursday, March 23, 2017 11:00 AM

To: CCM (171-NPM)

Cc: [REDACTED] (171); [REDACTED] (171)

Subject: SR# [REDACTED] [REDACTED] [REDACTED], Rep...

Attachment(s): 2 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]	03/27/2017 01:04:52 PM	Email - Inbound	In Progress			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hi [REDACTED]:

This one is now ready for your review, thanks!

With regards / [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: MBUSA_CAC@mbusa.com [mailto:MBUSA_CAC@mbusa.com]

Sent: Thursday, March 23, 2017 11:00 AM

To: CCM (171-NPM)

Cc: [REDACTED] (171); [REDACTED] (171)

Subject: [REDACTED] [REDACTED] [REDACTED] Repurchase Request

Hi [REDACTED]

Below is a Metris replacement vehicle request for your review.

Kind regards,

[REDACTED]

Agent Info

Name: [REDACTED]

Email: [REDACTED]

[REDACTED]

Contact Information

Name: [REDACTED]

Street Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home Phone: [REDACTED]

Work Phone:

Cell Phone: [REDACTED]

Vehicle Information

Franchise: Sprinter

Vin: [REDACTED]

Year: [REDACTED]

Model: [REDACTED]

Color: [REDACTED]

Mileage: [REDACTED]

Dealer Information

Dealer Code: 05752

Dealer Name: SILVER STAR A. G. LTD.

Region: WESTERN

Market: LA Metro North

Preferred Servicing Dealer:

Issues/coding

Area: Customer Care

Type: Complaint

Sub Type: Vehicle Symptom

Detail Code:Leaks

Summary: BB/replacement request

Fuel leak

-CEL 3 times

...

Attachment(s): 2 Service Request ID: 1-768304933 Activity ID: 1DE5X1F

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/27/2017 12:57:54 PM	Email - Inbound	In Progress					(	

Activity Comment:

Hi [REDACTED]:

This one is now ready for your review, thanks!

With regards / [REDACTED]

Deborah Branch – Regional Customer Care Analyst

Phone: [REDACTED]

Fax: [REDACTED]

Cell: XXXXXXXXXX

MBUSA Western Region

From: MBUSA_CAC@mbusa.com [mailto:MBUSA_CAC@mbusa.com]
Sent: Thursday, March 23, 2017 11:00 AM
To: CCM (171-NPM)
Cc: [REDACTED] (171); [REDACTED] (171)
Subject: [REDACTED] [REDACTED] [REDACTED], [REDACTED] Repurchase Request

Hi [REDACTED]:

Below is a Metris replacement vehicle request for your review.

Kind regards,

[REDACTED]

Agent Info

Name: [REDACTED]

Email: [REDACTED]

Phone: ([REDACTED])

Contact Information

Name: N [REDACTED]

Street Address: [REDACTED] [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home Phone: ([REDACTED]) [REDACTED]

Work Phone:

Cell Phone: ([REDACTED]) [REDACTED]

Vehicle Information

Franchise: Sprinter

Vin: [REDACTED]

Year: [REDACTED]

Model: M1PV126

Color: Brilliant Silver

Mileage: 9873

Dealer Information

Dealer Code: [REDACTED]

Dealer Name: SILVER STAR A. G. LTD.

Region: WESTERN

Market: LA Metro North

Preferred Servicing Dealer:

Issues/coding

Area: Customer Care

Type: Complaint

Sub Type: Vehicle Symptom

Detail Code:Leaks

Summary: BB/replacement request

Fuel leak

-CEL 3 times

Radiat...

Attachment(s): 2 Service Request ID: 1-768304933 Activity ID: 1DE56F4

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	03/24/2017 04:22:25 PM	Email - Inbound	In Progress		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

[REDACTED]

Business Development Manager

Silver Star A. G.

3905 Auto Mall Drive

Thousand Oaks, CA 91362

Phone: [REDACTED]

Fax: ([REDACTED])

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]] On Behalf Of ccm@mbusa.com

Sent: Thursday, March 23, 2017 11:35 AM

To: [REDACTED] [REDACTED]

Cc: MBUSA_CAC@mbusa.com; [REDACTED]

Subject: FW: SR# [REDACTED], [REDACTED], [REDACTED], [REDACTED], Repurchase Request

Hi Everyone:

At your earliest convenience, could you please submit electronic accounting copies (showing days down) of all RO's, including any open work orders that you have for this customer/VIN?

Thanks!

With regards / Mit freundlichen

[REDACTED]

[REDACTED] – Regional Customer Care Analyst

Phone: [REDACTED]

Fax: [REDACTED]

Cell: [REDACTED]

MBUSA Western Region

3860 N. Lakewood Blvd.

Long Beach, CA 90808

From: MBUSA_CAC@mbusa.com [mailto:MBUSA_CAC@mbusa.com]

Sent: Thursday, March 23, 2017 11:00 AM

To: CCM (171-NPM)

Cc: [REDACTED] (171); [REDACTED] (171)

Subject: SR# [REDACTED] [REDACTED] [REDACTED], Repurchase Request

Hi [REDACTED]:

Below is a Metris replacement vehicle request for your review.

Kind regards,

[REDACTED]

Agent Info

Name: [REDACTED]

Email: [REDACTED]

Phone:(...

Attachment(s): 5 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]	03/23/2017 03:53:40 PM	Email - Inbound	In Progress		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

From: [REDACTED] [mailto:[REDACTED]] On Behalf Of ccm@mbusa.com

Sent: Thursday, March 23, 2017 11:35 AM

To: [REDACTED] [REDACTED]

Cc: MBUSA_CAC@mbusa.com; [REDACTED] [REDACTED]

Subject: FW: SR# [REDACTED] [REDACTED] Repurchase Request

Hi Everyone:

At your earliest convenience, could you please submit electronic accounting copies (showing days down) of all RO's, including any open work orders that you have for this customer/VIN?

Thanks!

With regards / Mit freundlichen

[REDACTED],

[REDACTED] – Regional Customer Care Analyst

Phone: [REDACTED]

Fax: [REDACTED]

Cell: 7 [REDACTED]

MBUSA Western Region

3860 N. Lakewood Blvd.

Long Beach, CA 90808

From: MBUSA_CAC@mbusa.com [mailto:MBUSA_CAC@mbusa.com]

Sent: Thursday, March 23, 2017 11:00 AM

To: CCM (171-NPM)

Cc: [REDACTED] (171); [REDACTED] (171)

Subject: [REDACTED] [REDACTED] [REDACTED] Repurchase Request

Hi [REDACTED]:

Below is a Metris replacement vehicle request for your review.

Kind regards,

[REDACTED]

Agent Info

Name: [REDACTED]

Email: [REDACTED]

Phone: ([REDACTED]) [REDACTED]

Contact Information

Name: [REDACTED]

Street Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

...

Attachment(s): 3 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]	03/23/2017 02:35:28 PM	Email - Inbound	In Progress			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hi Everyone:

At your earliest convenience, could you please submit electronic accounting copies (showing days down) of all RO's, including any open work orders that you have for this customer/VIN?

Thanks!

With regards / Mit freundlichen Grüßen,

Deborah Branch – Regional Customer Care Analyst

Phone: [REDACTED]

Fax: [REDACTED]

Cell: [REDACTED]

MBUSA Western Region

3860 N. Lakewood Blvd.

Long Beach, CA 90808

From: MBUSA_CAC@mbusa.com [mailto:MBUSA_CAC@mbusa.com]
Sent: Thursday, March 23, 2017 11:00 AM
To: CCM (171-NPM)
Cc: [REDACTED] (171); [REDACTED] (171)
Subject: [REDACTED] [REDACTED] [REDACTED] [REDACTED] Repurchase Request

Hi [REDACTED]:

Below is a Metris replacement vehicle request for your review.

Kind regards,

[REDACTED]

Agent Info

Name: [REDACTED]

Email: [REDACTED]

Phone: ([REDACTED])

Contact Information

Name: [REDACTED]

Street Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home Phone: [REDACTED]

Work Phone:

Cell Phone: ([REDACTED])

Vehicle Information

Franchise: Sprinter

Vin: [REDACTED]

Year: 2016

Model: M1PV126

Color: [REDACTED]

Mileage: 9873

Dealer Information

Dealer Code: [REDACTED]

Dealer Name: SILVER STAR A. G. LTD.

Region: WESTERN

Market: LA Metro North

Preferred Servicing Dealer:

Issues/coding

Area: ...

Attachment(s): 2 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]	03/23/2017 01:58:23 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Hi [REDACTED]:

Below is a Metris replacement vehicle request for your review.

Kind regards,

[REDACTED]

Agent Info

Name: [REDACTED]

Email: [REDACTED]

Phone: ([REDACTED])

Contact Information

Name: [REDACTED]

Street Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home Phone: ([REDACTED])

Work Phone:

Cell Phone: ()

Vehicle Information

Franchise: Sprinter

Vin:

Year: 2016

Model: M1PV126

Color: Brilliant Silver

Mileage: 9873

Dealer Information

Dealer Code:

Dealer Name: SILVER STAR A. G. LTD.

Region: WESTERN

Market: LA Metro North

Preferred Servicing Dealer:

Issues/coding

Area: Customer Care

Type: Complaint

Sub Type: Vehicle Symptom

Detail Code:Leaks

Summary: BB/replacement request

Fuel leak

-CEL 3 times

Radiator fan noise

Front/Rear brake pads replaced due to noise issues

[THREAD ID:1-CTHHFR]

IMPORTANT:

When responding, please “reply with history” as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the THREAD ID associated with this e-mail when responding.

Parent Code - Fuel pump

Detail - Leaks

Activity

Create Date**Owner****Type****Comment**

[REDACTED]

3/23/2017 05:40:53 PM

[REDACTED]

Email - Outbound**IMPORTANT: When responding, plea...****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]	03/23/2017 01:40:53 PM	Email - Outbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**IMPORTANT:**

When responding, please “reply with history” as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the THREAD ID associated with this e-mail when responding.

[THREAD ID: [REDACTED]]

Dear [REDACTED] ,

Thank you for your contact to Mercedes-Benz USA. It was a pleasure speaking with you.

MBUSA is currently reviewing your repurchase request concerning your 2016 Metris vehicle bearing vehicle identification number [REDACTED] according to the State Lemon Law.

Our review process can take up to minimum of 4 business weeks at which time we will follow up with you. Please note I will not have updates until a determination is provided.

Kind Regards,

[REDACTED]

Executive Referral Manager

Mercedes-Benz USA, LLC

[REDACTED]

[THREAD ID: [REDACTED]]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/23/2017 01:13:51 PM	Buy Back Request	In Progress					(20	

Activity Comment:

() - 1st time Benz owner loves the Metris and her dealer Silver Star. However she is requesting MB provide a replacement Metris.

The car has been to Oxnard and Silver Star for CEL 3 times and strong fuel odor in cabin.

1st visit - CEL-no fuel odor - MB Oxnard advised it was just " a glitch" -

2nd time CEL on with strong fuel odor in cabin. car was towed to Silver Star-dealer replaced fuel line and some other parts due to fuel residue.

3rd time CEL came on-no odor - Silver Star replaced a seal.

She noted that the van did not drive as before, engine runs rough, more like a truck.

She noted issue with radiator fan noise and loud brake squeal.

Silver Star replaced front/rear pads but could not duplicate radiator problem.

she again stated she loves the car and also her dealer "Silver Star is amazing". " is very thorough".

Writer explained timeline and will escalate for review.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/22/2017 05:40:57 PM	Call - Inbound Documentation	In Progress					(	

Activity Comment:

called in regards to multiple issues with her vehicle

- reported that she suffered many issues with fuel leaks in the vehicle

advised writer that A.G Silver Star () addressed the issue 2 times and she also had to have a fuel leak repaired at MB of Oxnard ()

advised writer that she just picked her vehicle up from A.G silver star and had another fuel leak repaired and had to have her brake pads replaced

advised writer that she loves her car but she feels that her vehicle is not reliable

- advised writer that she believes that the vehicle is a Lemon

would like MBUSA to assist her with trading this metris vehicle for another 2017 Metris

was advised that assistance isn't guaranteed and the advised of a 24 hr call back from ERM .

callback #

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	03/22/2017 05:38:34 PM	Call - Inbound	In Progress			██████████	██████████	(██████████)	██████████

Activity Comment:

Inbound Call - Log - ANI ██████████ | DNIS = 4 | Data_A= ██████████ Data_B= ██████████ Data_C=101 | Data_D=4 | Data_E= | Time-3/22/2017 5:38:25 PM | CH-7457