



Legal C1C Report

Customer Information

Customer: [REDACTED]	Address: [REDACTED]	Status: NORMAL
Home Phone: [REDACTED]	Cell Phone: [REDACTED]	Warranty Start Date: 05/14/2013
	Work Phone: [REDACTED]	Roadside Ext Date: [REDACTED]

Vehicle Information

Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 115	Warranty Start Date: 05/14/2013
Model: E350W	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 28565.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: N	Preferred Dealer: [REDACTED]	Last Selling Dealer: [REDACTED]
Sale At Dealer: [REDACTED]		Last Servicing Dealer: [REDACTED]
Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 115	Warranty Start Date: 05/14/2013
Model: E350W	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 28565.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: N	Preferred Dealer: [REDACTED]	Last Selling Dealer: [REDACTED]
Sale At Dealer: [REDACTED]		Last Servicing Dealer: [REDACTED]
Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 115	Warranty Start Date: 05/14/2013
Model: E350W	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 28565.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: N	Preferred Dealer: [REDACTED]	Last Selling Dealer: [REDACTED]
Sale At Dealer: [REDACTED]		Last Servicing Dealer: [REDACTED]

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 33114.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2014 Exterior Color: Palladium Silver Interior Color: 111 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: WARRANTY VOIDED Transmission: [REDACTED] Warranty Start Date: 10/17/2013 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 53863.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2013 Exterior Color: Iridium Silver Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/04/2012 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF AUSTIN Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 53863.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2013 Exterior Color: Iridium Silver Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/04/2012 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF AUSTIN Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 53863.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2013 Exterior Color: Iridium Silver Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/04/2012 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF AUSTIN Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: GL450 Mile: 53307.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2014 Exterior Color: Palladium Silver Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 05/29/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF NEW ORLEANS Last Servicing Dealer:

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: GL450 Mile: 53307.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2014 Exterior Color: Palladium Silver Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 05/29/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF NEW ORLEANS Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: C400W4 Mile: 11300.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2015 Exterior Color: Iridium Silver Interior Color: 141 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/01/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: C300W Mile: 29501.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2015 Exterior Color: Palladium Silver Interior Color: 141 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 08/31/2015 Roadside Ext Date: Radio Code: Last Selling Dealer: PARK PLACE MOTORCARS DALLAS Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: C300W Mile: 29501.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2015 Exterior Color: Palladium Silver Interior Color: 141 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 08/31/2015 Roadside Ext Date: Radio Code: Last Selling Dealer: PARK PLACE MOTORCARS DALLAS Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: C400W4 Mile: 11300.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2015 Exterior Color: Iridium Silver Interior Color: 141 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/01/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: 121KB/ L 4X2 320 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 03/31/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1PV126 Mile: 2345.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 09/23/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 33114.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2014 Exterior Color: Palladium Silver Interior Color: 111 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: WARRANTY VOIDED Transmission: [REDACTED] Warranty Start Date: 10/17/2013 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: C300W Mile: 9850.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2017 Exterior Color: Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 07/31/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1PV126 Mile: 2345.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Brilliant Silver Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 09/23/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: Last Servicing Dealer:

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: [REDACTED]	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 07/31/2017
Model: C300W	Engine: [REDACTED]	Roadside Ext Date: [REDACTED]
Mile: 9850.0000000	Fuel: [REDACTED]	Radio Code: [REDACTED]
Roadside Eligibility: Y	Preferred Dealer: [REDACTED]	Last Selling Dealer: [REDACTED]
Sale At Dealer: [REDACTED]		Last Servicing Dealer: [REDACTED]

Service Request 1- [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: 04/19/2018 10:21:08 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 04/20/2018 03:10:58 PM	Type: Complaint	Sub Type: Vehicle Symptom
Area: Customer Advocacy		
Detail Code: Odor		
Summary: intermittent fuel odor - dealer unable to duplicate in service 9/23/2016 2nd owner		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/20/2018 03:10:10 PM	General	Done			[REDACTED]	[REDACTED] o	[REDACTED]	[REDACTED]

Activity Comment:

intermittent fuel odor - dealer unable to duplicate in service 9/23/2016 2nd owner

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/20/2018 02:40:51 PM	Call - Outbound	Done						

Activity Comment:

I called customer who states:

- recently she noticed an intermittent fuel odor from the Metris in her garage.
- this week, she brought to the dealer for investigation but the dealer wasn't able to duplicate the issue.
- customer states that she purchased it used and went on line and found comments about fuel smell.

I advised:

- MBUSA will honor the NVLW 3 yrs or 36K miles W/O/F.
- defined my role
- should she have a future issue to get the vehicle to dealer and to contact MBUSA.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/20/2018 09:06:55 AM	Call - Outbound	Done						

Activity Comment:

Called customer at (850) 225-6819 & left a V/M for a call back.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/19/2018 10:22:47 AM	Call - Inbound Documentation	Done						

Activity Comment:

ms gardner states smells fuel intermittently, client states "online many issues, advise very difficult to duplicate when intermittent, client very concerned that smells odor and sometimes throughout house, dealer tooks panels off could not find any issues, advise of call back in 24 hrs to discuss further.

Service Request (Vehicle Owner:)

Service Request ID: Last Name: First Name: Open: 04/17/2018 08:56:36 AM Status: Closed	Vehicle Location Street: City: State: Zip Code: Phone:	Agent Name: Agent ID: Agent Phone: Agent Email:
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Vehicle Information

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

Issue Code/ Summary

Date Closed: 04/19/2018 06:01:47 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Odor		
Summary: Metris		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/17/2018 09:15:17 AM	Tow Notification	System Closed						

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 5578191, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/17/2018 08:57:46 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:

What is the reason for the tow? Tow Non Accident- Odor

Customer status or information about circumstance:

Will the transmission go into neutral: yes

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

Has an MB RAP Tech been on site: no

Will someone be with the vehicle for the tow: yes

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

Is Customer at home? yes

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

Is the car in a parking garage/ or home garage (What is clearance?) no

Dealer Overnight Dropbox: Yes

Location of drop box:@ the service department

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? This is a METRIS

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/17/2018 08:57:45 AM	Call - Inbound	System Closed						

Activity Comment:

Service Request (Vehicle Owner:)

Service Request ID: Last Name: First Name: Open: 04/09/2018 07:44:49 AM Status: Closed	Vehicle Location Street: City: State: Zip Code: Phone:	Agent Name: Agent ID: Agent Phone: Agent Email:
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Vehicle Information

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

Issue Code/ Summary

Date Closed: 04/11/2018 06:02:04 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Oil line leaks		
Summary: Metris		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/09/2018 07:56:07 AM	Tow Notification	System Closed						

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/09/2018 07:48:02 AM	Call - Inbound Documentation	System Closed						

Activity Comment:

updated record / new owner

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/09/2018 07:48:02 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:

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

Customer status or information about circumstance:

Will the transmission go into neutral: yes

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

Has an MB RAP Tech been on site: no

Will someone be with the vehicle for the tow: yes

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

Is Customer at home? yes

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

Is the car in a parking garage/ or home garage (What is clearance?): no

Dealer Overnight Dropbox: Yes

Location of drop box:@ the service department

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
		04/09/2018 07:44:49 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =