



Mercedes-Benz

Legal C1C Report

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

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: Obsidian Black	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 05/06/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 12388.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: SEARS IMPORTED AUTOS, INC.
Sale At Dealer:		Last Servicing Dealer: SEARS IMPORTED AUTOS, INC.

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 05/06/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 12388.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: SEARS IMPORTED AUTOS, INC.
Sale At Dealer:		Last Servicing Dealer: SEARS IMPORTED AUTOS, INC.

Service Request 1-1004310911 (Vehicle Owner:Paul Nelson)

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: LSCHUM1
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 12/06/2017 09:24:28 AM	Zip Code: 55405	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: W [REDACTED]
 Color: Obsidian Black
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 12/08/2017 06:00:38 AM
 Area: Roadside
 Detail Code: Leaks
 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]	1 [REDACTED]	12/06/2017 09:34:51 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 5244345, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/06/2017 09:26:51 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Need to Buzz @ front gate

METRIS VAN

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

Customer status or information about circumstance:

Will the transmission go into neutral: YES

Is the steering locked NO and if yes, are the front wheels turned or facing straight?:

Has an MB RAP Tech been on site:

Will someone be with the vehicle for the tow: YES

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

Is Customer at home? @ Work

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

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

Dealer Overnight Dropbox: Yes

Location of drop box: front of service area

Dealer Servicing Hours:**If vehicle is a sprinter, is it up-fitted? Is it an RV? Metris Van****What is height & weight of the Sprinter?**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
	1	12/06/2017 09:24:28 AM	Call - Inbound	System Closed						

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