



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:	
Home Phone:	Cell Phone:	Work Phone:

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/20/2016
Model: M1CA126	Engine: 2 [REDACTED]	Roadside Ext Date:
Mile: 3090.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF CHANTILLY
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF CHANTILLY

Service Request 1-672872378 (Vehicle Owner:Michael Hurt)

Service Request ID: 1-672872378	Vehicle Location Street: [REDACTED],	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED],	Agent ID: [REDACTED]
First Name: [REDACTED]	State: VA	Agent Phone:
Open: 02/10/2017 09:25:55 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 3000		

Issue Code/ Summary

Date Closed: 02/12/2017 05:05:41 AM

Type: Break Down

Sub Type: Tow Non Accident

Area: Roadside

Detail Code: System leaks

Summary:

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-672872378	1672872492	02/10/2017 09:37:05 AM	Tow Notification	System Closed			SADMIN			

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 83335, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-672872378	1672872492	02/10/2017 09:30:00 AM	Page Vendor	System Closed	Acknowledged VRU		I			

Activity Comment:**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:Business pkg lot ...****Is the car in a parking garage/ or home garage (What is clearance?)****Dealer Overnight Dropbox: Yes****Location of drop box:next to service drive****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
1-672872378	1672872379	02/10/2017 09:25:55 AM	Call - Inbound	System Closed			I			a

Activity Comment:

Inbound Call - Log - ANI=7033231776 | DNIS = 6391| Data_A=7033231776| Data_B=7033236772| Data_C=101| Data_D=6391| Data_E= |Time-2/10/2017 9:25:48 AM |CH-1081