



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: Arctic White	Transmission: 7 [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/15/2016
Model: M1CA126	Engine: 2 [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: W [REDACTED]	[REDACTED]	[REDACTED] NORMAL
Short VIN: G3107005	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/22/2016
Model: M1CA126	Engine: 2 [REDACTED]	Roadside Ext Date:
Mile: 18795.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: W [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3106930	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/24/2016
Model: M1CA126	Engine: 27 [REDACTED]	Roadside Ext Date:
Mile: 13316.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: [REDACTED] Short VIN: G3134408 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: 2 [REDACTED] Fuel: Preferred Dealer:	Status: WARRANTY VOIDED Transmission: Warranty Start Date: 07/27/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED] Short VIN: G3106930 Franchise: SPNR Model: M1CA126 Mile: 13316.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: 2 [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 06/24/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: W [REDACTED] Short VIN: G3104748 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 06/15/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED] Short VIN: G3107005 Franchise: SPNR Model: M1CA126 Mile: 18795.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 06/22/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED] Short VIN: G3134408 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: WARRANTY VOIDED Transmission: Warranty Start Date: 07/27/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: EURO MOTORCARS DEVON Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: H3295431	Exterior Color:	Transmission: 7 [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 10/27/2017
Model: MMCA2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: H3295431	Exterior Color:	Transmission: [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 10/27/2017
Model: MMCA2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Service Request 1-990811922 (Vehicle Owner:Joseph Gianonne)

Service Request ID: 1-990811922	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED],	Agent ID: N [REDACTED]
First Name: [REDACTED]	State: PA	Agent Phone: [REDACTED]
Open: 11/01/2017 02:31:03 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 11/03/2017 06:00:35 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-990811922	1990816482	11/01/2017 03:03:16 PM	Tow Notification	System Closed			S [REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 409816, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-990811922	1990811997	11/01/2017 02:34:11 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:****METRIS VEHICLE******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 and if yes, are the front wheels turned or facing straight?: no****Has an MB RAP Tech been on site: no****Will someone be with the vehicle for the tow: owner will be with veh but key will be left in mailbox****Is the customer riding with vendor (No more than 2 people max): no****Is Customer at home?****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?) parking lot****Dealer Overnight Dropbox: Yes****Location of drop box:to the right of the 4 bay service doors****Dealer Servicing Hours:****If vehicle is a sprinter, is it up-fitted? Is it an RV? metris****What is height & weight of the Sprinter?**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-990811922	1990811927	11/01/2017 02:31:03 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Inbound Call - Log - ANI = 2153832959**

Service Request 1-964185324 (Vehicle Owner:Joseph Gianonne)

Service Request ID: 1-964185324	Vehicle Location Street:	Agent Name: Kevin Healy
Last Name: .	City:	Agent ID: KEHEALY
First Name: Urgent.ly	State:	Agent Phone:
Open: 08/10/2017 10:54:55 AM	Zip Code:	Agent Email: kevin.healy@mbusa.com
Status: In Progress	Phone:	

Vehicle Information

Vin: WD3PG2EA0G3106930	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed:	Type:	Sub Type:
Area: Roadside		
Detail Code:		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-964185324	1964185375	08/10/2017 10:58:23 AM	Call - Inbound	In Progress		Urgent.ly .	KEHEALY	Kevin Healy		kevin.healy@mbusa.com

Activity Comment:

christian from urgently called asking for dim on metris, not published, gave dim on 2500 passenger van, low roof (no code)

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-964185324	1964185325	08/10/2017 10:54:55 AM	Call - Inbound	In Progress			KEHEALY	Kevin Healy		kevin.healy@mbusa.com

Activity Comment:

Inbound Call - Log - ANI=8884613621 | DNIS = 2999| Data_A=8884613621| Data_B=874| Data_C=101| Data_D=2999| Data_E= |Time-8/10/2017 10:54:22 AM |CH-5270

Service Request 1-964134287 (Vehicle Owner:Joseph Gianonne)

Service Request ID: 1-964134287	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: PA	Agent Phone: [REDACTED]
Open: 08/10/2017 10:08:20 AM	Zip Code: 1[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:		

Issue Code/ Summary

Date Closed: 08/12/2017 06:01:09 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Runs rough/shakes		
Summary: check engine light		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-964134287	1964190337	08/10/2017 11:13:17 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 301292, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-964134287	1964134320	08/10/2017 10:11:44 AM	Page Vendor	System Closed	Acknowledged VRU	Joseph Giannone	D [REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**What is the reason for the tow? Tow Non Accident- Runs rough/shakes****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:safe

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

Dealer Overnight Dropbox: Yes

Location of drop box:to the right of the 4 bay service doors

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV?

What is height & weight of the Sprinter?