



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: S [REDACTED]
Home Phone: ([REDACTED])	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 22763.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 03/28/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF SMITHTOWN Last Servicing Dealer: MERCEDES-BENZ OF SMITHTOWN
Vin: [REDACTED] Short VIN: G3128731 Franchise: SPNR Model: M1CA126 Mile: 27744.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 03/31/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF SMITHTOWN Last Servicing Dealer: MERCEDES-BENZ OF SMITHTOWN
Vin: W [REDACTED] Short VIN: G3124120 Franchise: SPNR Model: M1CA126 Mile: 19079.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 04/25/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF SMITHTOWN Last Servicing Dealer: MERCEDES-BENZ OF SMITHTOWN

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 05/07/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9256.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SMITHTOWN
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SMITHTOWN

Service Request 1- [REDACTED]

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: NY	Agent Phone:
Open: 03/16/2018 07:59:59 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:		

Issue Code/ Summary

Date Closed: 03/18/2018 06:01:55 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
[REDACTED]	[REDACTED]	03/16/2018 08:12:01 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]@siebel.com

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: [REDACTED] **Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	03/16/2018 08:03:59 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]dt@mbusa.com

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?:****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: No****Location of drop box:until 8pm--Lyles Towing access after 8pm****Dealer Servicing Hours:****If vehicle is a sprinter, is it up-fitted? Is it an RV? N****What is height & weight of the Sprinter? H 75.2**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/16/2018 07:59:59 AM	Call - Inbound	System Closed						

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