



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:	Address:	
Home Phone:	Cell Phone:	Work Phone:

Vehicle Information**Service Request 1-475488423**

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: 09/20/2016 10:06:46 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: 25552		

Issue Code/ Summary

Date Closed: 09/22/2016 06:06:00 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: System leaks		
Summary: Walter's Auto RAP Wagon - Metris		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/20/2016 11:12:44 AM	Page Vendor	System Closed	Acknowledged Manually	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Honk - 2096893 - City Towing****(909) 381-4418**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	09/20/2016 11:10:32 AM	Call - Outbound	System Closed		████████████████████	██████████	██████		██████████

Activity Comment:**CALLED ALLSTATE/ PAT WILL CHECK FOR BETTER ETA/ ESCALATED**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	09/20/2016 11:07:18 AM	Call - Inbound Documentation	System Closed		████████████████████	██████████	██████		██████████

Activity Comment:**TEK CALLED GOT A 3 HR ETA,,WANTS TO KNOW IF WE CAN DO BETTER //CALLED ALLSTATE**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	09/20/2016 10:54:46 AM	Tow Notification	System Closed		████████████████████	██████████	██████		██████████

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: ██████████, Vendor: Allstate**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	09/20/2016 10:11:25 AM	Page Vendor	System Closed	Acknowledged VRU	████████████████████	██████████	██████████		██████████

Activity Comment:**What is the reason for the tow? Tow Non Accident- System leaks****Customer status or information about circumstance: this is Walter's Auto RAP Wagon - Metris vehicle****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: yes****Will someone be with the vehicle for the tow: yes****Is the customer riding with vendor (No more than 2 people max): yes,1****Is Customer at home? yes****Is the vehicle at a safe location OR side of the road: safe, in a driveway**

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

Dealer Overnight Dropbox: Yes

Location of drop box:Drop box until Sales close.Keys to recp.

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV? vehicle is a 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
		09/20/2016 10:06:46 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -