



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] Short VIN: [REDACTED] Franchise: MERZ Model: ML350 Mile: 122510.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2007 Exterior Color: Alpine Rain Interior Color: 148 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 09/02/2006 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: S 320 Mile: 550.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 1997 Exterior Color: Black Opal Interior Color: 265 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 01/18/1997 Roadside Ext Date: Radio Code: 11136 Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK
Vin: 4[REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: ML350W4 Mile: 30160.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2014 Exterior Color: Palladium Silver Interior Color: 108 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 07/02/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK

Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Palladium Silver	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 108	Warranty Start Date: 07/02/2014
Model: ML350W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 30160.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/10/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 499.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/10/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 499.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK
Vin: [REDACTED]	Year: 1997	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Black Opal	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 265	Warranty Start Date: 01/18/1997
Model: S 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 550.0000000	Fuel:	Radio Code: 11136
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF STEVENS CREEK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF STEVENS CREEK

Service Request [REDACTED] (Vehicle Owner: [REDACTED])

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: 01/22/2016 01:35:05 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Arctic White
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 01/24/2016 05:03:43 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
[REDACTED]	[REDACTED]	01/22/2016 01:51:14 PM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Allstate Reference Number: [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/22/2016 01:43:25 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

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:

Will someone be with the vehicle for the tow: yes

Is the customer riding with vendor (No more than 2 people max): 0

Is Customer at home?

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: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
		01/22/2016 01:35:06 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -