



INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Legal C1C Report

Customer Information

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

Vehicle Information

Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VU9	Warranty Start Date: 07/26/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 37399.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: HENDRICK MOTORS OF CHARLOTTE
Sale At Dealer:			Last Servicing Dealer: HENDRICK MOTORS OF CHARLOTTE

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Sale At Dealer:			Last Servicing Dealer: HENDRICK MOTORS OF CHARLOTTE

Service Request

Service Request ID:		Vehicle Location Street:		Agent Name:	
Last Name:		City:		Agent ID:	
First Name:		State:		Agent Phone:	
Open: 01/31/2018 07:44:43 AM		Zip Code:		Agent Email:	
Status: Closed		Phone:			

Vehicle Information

Vin: [REDACTED]
 Color: Arctic White
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 02/02/2018 06:01:01 AM
 Area: Roadside
 Detail Code: Leaks
 Summary:

Type: Break Down

Sub Type: Tow Non Accident

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/31/2018 08:27:00 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 5384177, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/31/2018 07:47:37 AM	Page Vendor	System Closed	Acknowledged VRU	Michel Thonissen	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

key under dr ft tire

What is the reason for the tow? Tow Non Accident- Leaks

Customer status or information about circumstance: fuel leak when running

Will the transmission go into neutral: no

Is the steering locked and if yes, are the front wheels turned or facing straight?: yes

Has an MB RAP Tech been on site: no

Will someone be with the vehicle for the tow:no

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

Is Customer at home? yes veh in driveway key under ft tire

Is the vehicle at a safe location OR side of the road: yes metris van 17 ft long 8.5 ft high

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

Dealer Overnight Dropbox: Yes

Location of drop box:Gates close @ 9. Leave by Sprinters.

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
		/31/2018 07:44:43 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =