



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]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission:
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/20/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 24755.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SANTA ROSA
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SANTA ROSA

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission:
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/20/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 24755.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SANTA ROSA
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SANTA ROSA

Service Request [REDACTED] on)

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: [REDACTED]
Open: 12/21/2017 12:42:57 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Brilliant Silver
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 12/21/2017 12:47:35 PM

Type: Break Down

Sub Type: Tow Non Accident

Area: Roadside

Detail Code:

Summary: LOOK AT [REDACTED]

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2017 12:42:57 PM	Call - Inbound	Done		A [REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI [REDACTED]

Service Request [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone:
Open: 12/21/2017 12:15:42 PM	Zip Code:	Agent Email: [REDACTED]
Status: In Progress	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

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

Activity Information

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: [REDACTED]	Agent Phone: [REDACTED]
Open: 12/21/2017 12:25:34 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 24000		

Issue Code/ Summary

Date Closed: 12/23/2017 06:00:34 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: c		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2017 01:02:49 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 5282708, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2017 12:44:22 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

HEIGHT: 6-7 ft

Weight: No additional Weight, Vehicle Empty.

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: YES

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

Is Customer at home? YES

Is the vehicle at a safe location OR side of the road: SAFE LOC

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

Dealer Overnight Dropbox: Yes

Location of drop box:front of service area

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
		12/21/2017 12:33:35 PM	Call - Inbound Documentation	System Closed						

Activity Comment:

Brendan/Sears Imported called writer regarding tow. Please override mileage. Writer has approval from Kristen/TL. Sears Imported only service dept that works on Metris Van.

Cust calling back for tow. (LS x4613)

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/21/2017 12:25:34 PM	Call - Inbound	System Closed		A				

Activity Comment:

Inbound Call - Log - ANI =

Service Request [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED] 11:54:20 AM	Zip Code: 54751	Agent Email: [REDACTED]
Status: In Progress	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 24705		

Issue Code/ Summary

Date Closed:	Type: Inquiry	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: metris van -		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2017 12:20:18 PM	Call - Outbound	In Progress		A [REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

called sears back to advise 0 brandon is calling to make sure he understands fuel leaks on these metris vans before his cust is towed there

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2017 12:19:05 PM	Call - Outbound	In Progress		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

called dealer - they do work on vans

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2017 12:18:35 PM	Call - Inbound Documentation	In Progress		A [REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

sears called to see if river State works on metris vans

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/21/2017 11:58:10 AM	Call - Outbound	In Progress						

Activity Comment:

called dlrship cus was told by brendan tow is no charge to any dlrship- no answer called back again - no paging system away from desk - spoke to claire

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/21/2017 11:57:31 AM	Payment	In Progress						

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/21/2017 11:57:30 AM	Call - Inbound	In Progress		A				

Activity Comment:

Service [REDACTED]

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: [REDACTED]
Open: 04/19/2016 05:53:56 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: W [REDACTED]	Year: 2016	Model: M1CA126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Ineligible
Miles:		

Issue Code/ Summary

Date Closed: 04/19/2016 05:56:31 PM	Type: EPC	Sub Type: Specification
Area: Sprinter		
Detail Code:		
Summary: look up		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/19/2016 05:53:59 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - [REDACTED]