



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: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/24/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 14360.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WHITE PLAINS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WHITE PLAINS

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/24/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 14360.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF WHITE PLAINS
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF WHITE PLAINS

Service Request [REDACTED]

Service Request ID: 1 [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: 12/21/2016 09:16:33 AM	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: 12/23/2016 05:06:59 AM
 Area: Roadside
 Detail Code: Odor
 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]	12/21/2016 09:50:16 AM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/21/2016 09:18:24 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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

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?:n

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):y

Is Customer at home?y

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: Yes

Location of drop box:Only for vehicles that can be pushed in

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV?no

What is height & weight of the Sprinter?

202 length

height 10ft

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/21/2016 09:16:33 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - -