



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:	
Home Phone: [REDACTED]	Cell Phone:	Work Phone:

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 7 [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 03/19/2017
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 3613.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BURLINGTON
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BURLINGTON

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3094201	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 03/19/2017
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 3613.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BURLINGTON
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BURLINGTON

Service Request 1-994259478 (Vehicle Owner: Jeffery Lawson)

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:
Open: 11/10/2017 09:53:52 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Arctic White
 Miles: 2300

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 11/10/2017 12:59:12 PM
 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]	11/10/2017 10:05:23 AM	Tow Notification	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 421267, Vendor: Urgently

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	1 [REDACTED]	11/10/2017 09:55:50 AM	Page Vendor	Done	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

This is a Metris Van, not Sprinter...Please call customer with ETA, please bring flat bed tow

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): no

Is Customer at home? yes

Is the vehicle at a safe location OR side of the road: yes, safe

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

Dealer Overnight Dropbox: Yes

Location of drop box:right side by service

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
██████████	1 ██████████	11/10/2017 09:53:52 AM	Call - Inbound	Done			██████████	██████████		██████████

Activity Comment:**Inbound Call - Log - ANI =** ██████████