



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: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/19/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 10637.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer:
Sale At Dealer:		Last Servicing Dealer:

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: 10/31/2017 09:13:50 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 10520		

Issue Code/ Summary

Date Closed: 11/02/2017 06:00:37 AM

Type: Break Down

Sub Type: Tow Non Accident

Area: Roadside

Detail Code: Leaks

Summary: metris- set up an acct , no email, fire dept said ok to tow

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	10/31/2017 09:46:49 AM	Tow Notification	System Closed			████████	████████		████████

Activity Comment:

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	10/31/2017 09:20:22 AM	Page Vendor	System Closed	Acknowledged VRU	████████	JENCOOP	████████		████████

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: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):n

Is Customer at home?n

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

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

Dealer Overnight Dropbox: No

Location of drop box:

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV?

What is height & weight of the Sprinter? metris van

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	10/31/2017 09:19:08 AM	Call - Outbound	System Closed		████████████████	████████	████████		████████

Activity Comment:

called dlrship cust said they are not open- spoke to felicia - up and running

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		10/31/2017 09:13:50 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =