



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

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: 01/03/2017
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 4922.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF PRINCETON
Sale At Dealer:		Last Servicing Dealer:

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 7 [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 01/03/2017
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 4922.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF PRINCETON
Sale At Dealer:		Last Servicing Dealer:

Service Request

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: NJ	Agent Phone:
Open: 12/15/2017 06:28:24 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: 12/17/2017 06:02:01 AM
 Area: Roadside
 Detail Code: Odor,Leaks
 [REDACTED]

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]	12/15/2017 06:54:24 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 467393, Vendor: Urgently

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/15/2017 06:32:06 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Leaks >alt Ph [REDACTED]

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?work

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

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

Dealer Overnight Dropbox: Yes

Location of drop box:

Dealer Servicing Hours:

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

What is height & weight of the Sprinter?

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/15/2017 06:31:04 AM	Call - Inbound	System Closed						

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/15/2017 06:28:28 AM	Call - Inbound	System Closed						

Activity Comment: