



Mercedes-Benz

Legal C1C Report**Customer Information**

Customer: [REDACTED]	[REDACTED]
[REDACTED]	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: WD3PE7DD6 [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M2CA144 Mile: 36858.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: 65195532970479 Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 02/29/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: SUN MOTOR CARS, INC. Last Servicing Dealer:
Vin: WD3PG2EA3 [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 8641.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: 27492030517816 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72299414036779 Warranty Start Date: 05/04/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: SUN MOTOR CARS, INC. Last Servicing Dealer:
Vin: WD3PE7DD8G [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M2CA144 Mile: 9.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: 65195532972954 Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 02/29/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: SUN MOTOR CARS, INC. Last Servicing Dealer:

Vin: WD3PE7DD9 [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 72290806463395
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 02/29/2016
Model: M2CA144	Engine: 65195532983067	Roadside Ext Date:
Mile: 9.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: SUN MOTOR CARS, INC.
Sale At Dealer:		Last Servicing Dealer:

Service Request 1- [REDACTED] (Vehicle Owner: [REDACTED])

Service Request ID: 1-982451902	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EA [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 16000		

Issue Code/ Summary

Date Closed: 10/13/2017 06:00:46 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Insufficient effect		
Summary: metris		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-982451902	1982557413	10/11/2017 12:48:57 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 382267, Vendor: Urgently

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-982451902	1982451942	10/11/2017 10:20:03 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Insufficient effect Rear Brakes locked

Customer status or information about circumstance: Dollys Needed

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? y call customer for gate code

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: Left of the 3 Service Drives/doors

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
1-982451902	1982451903	10/11/2017 10:17:13 AM	Call - Inbound	System Closed						

Activity Comment:

Service Request 1- [REDACTED] **(Vehicle Owner:** [REDACTED] **)**

Service Request ID: 1-	[REDACTED]	Vehicle Location Street:	[REDACTED]	[REDACTED]
Last Name:	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EA3	[REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White		Franchise: SPNR	Rap Eligibility: Eligible
Miles:			

Issue Code/ Summary

Date Closed: 12/18/2016 05:08:54 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: System leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557980952	12/16/2016 03:08:51 PM	Call - Outbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

called provider, they will be on scene within an hour

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557980859	12/16/2016 03:08:04 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

customer tow is beyond delayed, wanted to know if tow can come because company is closing soon

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557980853	12/16/2016 03:00:49 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=7173925590 | DNIS = 6393| Data_A=7173925590| Data_B=7173925590| Data_C=101| Data_D=6393| Data_E= |Time-12/16/2016 3:00:48 PM |CH-6040

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557812147	12/16/2016 01:58:20 PM	Call - Inbound Documentation	System Closed						

Activity Comment:

customer called back upset, was originally give a 100 min ETA over 2 hours ago, now provider updated the ETA to another 120 minutes which was unacceptable to customer, writer called AS supervisor Courtney to advise, she will try to find a better ETA

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557812141	12/16/2016 01:52:19 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI=7173925590 | DNIS = 6393| Data_A=7173925590| Data_B=7173925590| Data_C=101| Data_D=6393| Data_E= |Time-12/16/2016 1:52:17 PM |CH-2208

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557839316	12/16/2016 01:39:04 PM	Call - Outbound	System Closed						

Activity Comment:

writer called @ Allstate eta 90mins previously spoke with the cust cust ok with putting up within the next 90 mins

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557839313	12/16/2016 01:38:23 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI=7173925590 | DNIS = 6393| Data_A=7173925590| Data_B=7173925590| Data_C=101| Data_D=6393| Data_E= |Time-12/16/2016 1:37:30 PM |CH-1376

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557630426	12/16/2016 11:27:24 AM	Tow Notification	System Closed						

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 0030023212, Vendor: Allstate

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-557546562	1557546568	12/16/2016 11:16:47 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:**What is the reason for the tow? Tow Non Accident- System 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:Business pkg lot****Is the car in a parking garage/ or home garage (What is clearance?)****Dealer Overnight Dropbox: Yes****Location of drop box:Left of Service Drive****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
1-557546562	1557546563	12/16/2016 11:06:39 AM	Call - Inbound	System Closed						

Activity Comment:**Inbound Call - Log - ANI=7173925590 | DNIS = 6393| Data_A=7173925590| Data_B=7173925590| Data_C=101| Data_D=6393| Data_E= |Time-12/16/2016 11:06:34 AM |CH-3441**