



Mercedes-Benz

Legal C1C Report**Customer Information**

Customer:		Address:	
Home Phone:		Cell Phone:	Work Phone:

Vehicle Information

Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VU9	Warranty Start Date: 06/15/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 1.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:			Last Servicing Dealer: EURO MOTORCARS DEVON
Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VU9	Warranty Start Date: 06/22/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 18795.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:			Last Servicing Dealer: EURO MOTORCARS DEVON
Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VU9	Warranty Start Date: 06/24/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 13316.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:			Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: [REDACTED]	Year: 2016	Status: WARRANTY VOIDED
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 07/27/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/24/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 13316.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/15/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 06/22/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 18795.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON
Vin: [REDACTED]	Year: 2016	Status: WARRANTY VOIDED
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 07/27/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 10/27/2017
Model: MMCA2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 10/27/2017
Model: MMCA2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: EURO MOTORCARS DEVON
Sale At Dealer:		Last Servicing Dealer: EURO MOTORCARS DEVON

Service Request [REDACTED] (Vehicle [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]	Agent Name: [REDACTED]
Last Name: [REDACTED] e	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 02/27/2018 11:27:32 AM	Zip Code: 19[REDACTED]	Agent Email: do[REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2017	Model: MMCA2G
Color:	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 1000		

Issue Code/ Summary

Date Closed: 03/01/2018 06:01:52 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Odor		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/27/2018 12:31:38 PM	Tow Notification	System Closed						

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 572662, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/27/2018 11:40:48 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:**this is a Metris****What is the reason for the tow? Tow Non Accident- Odor****Customer status or information about circumstance: the gas smell****Will the transmission go into neutral: yes****Is the steering locked and if no, are the front wheels turned or facing straight?: yes****Has an MB RAP Tech been on site: no****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 yes EZ access.****OR side of the road:****Is the car in a parking garage/ or home garage (What is clearance?)****Dealer Overnight Dropbox: Yes****Location of drop box:to the right of the 4 bay service 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
		02/27/2018 11:33:16 AM	Note	System Closed	Acknowledged VRU					

Activity Comment:**What is the reason for the tow? Tow Non Accident- Odor****Customer status or information about circumstance: the gas smell**

Will the transmission go into neutral: yes

Is the steering locked and if no, are the front wheels turned or facing straight?: yes

Has an MB RAP Tech been on site: no

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 yes EZ access.

OR side of the road:

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

Dealer Overnight Dropbox: Yes

Location of drop box: to the right of the 4 bay service 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
		02/27/2018 11:32:38 AM	Call - Inbound Documentation	System Closed						

Activity Comment:

Kelly from the dealer called in she did not have the location for the vehicle. Calling customer back

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/27/2018 11:27:32 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =