



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: 03/01/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 20274.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF NORTH ORLANDO
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF NORTH ORLANDO

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
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Service Request [REDACTED] (Vehicle Owner: [REDACTED])

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: [REDACTED]
Open: 04/07/2017 11:57:47 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]3
 Color: Arctic White
 Miles: 20000

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 04/09/2017 06:03:48 AM
 Area: Roadside
 Detail Code: Odor
 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]	04/07/2017 12:18:29 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 4627963, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/07/2017 12:06:17 PM	Call - Inbound	System Closed		James [REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

does not have time to update

other info at this time.

the client is upset and states that there have been many problems with this van.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/07/2017 12:05:49 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

writer advised that standard data rates may apply for texting.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/07/2017 12:01:51 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? fuel odor.Tow Non Accident- Odor

Customer status or information about circumstance: fuel odor.

Will the transmission go into neutral: yes.

Is the steering locked and if yes, are the front wheels turned or facing straight?:

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): yes.
one rider.

Is Customer at home? no.

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

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

Dealer Overnight Dropbox: Yes

Location of drop box: To the right of service bay doors

Dealer Servicing Hours:

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

What is height & weight of the Sprinter?

needs a tow.

this is a Metris cargo van.

the client states that it is the small van.

thank you.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log [REDACTED]