



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

Vehicle Information

Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color:	Transmission:
Franchise: SPNR		Interior Color: VU9	Warranty Start Date: 04/27/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 4635.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF NOVI
Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF NOVI

Service Request (Vehicle Owner:)

Service Request ID:		Vehicle Location Street:		Agent Name:	
Last Name:		City:		Agent ID:	
First Name:		State:		Agent Phone:	
Open: 03/16/2018 11:53:02 AM		Zip Code:		Agent Email:	
Status: Closed		Phone:			

Vehicle Information

Vin:		Year: 2016	Model: M1CA126
Color:		Franchise: SPNR	Rap Eligibility: Eligible
Miles:			

Issue Code/ Summary

Date Closed: 03/18/2018 06:01:55 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
		03/16/2018 12:13:11 PM	Tow Notification	System Closed						

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 5498516, Vendor: NSD**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/16/2018 12:01:30 PM	Call - Inbound	System Closed		Nick				

Activity Comment:

does not have time to update
other info at this time.
writer advised that standard data
rates may apply for textring.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/16/2018 11:58:35 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:

fuel odor.

Blue Metris van.

this is in a parking lot near the dumpster.

it will shift into neutral.

it is 30 miles to the dealer.

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: parking lot.

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

Dealer Overnight Dropbox: Yes

Location of drop box:Outside Service Entrance

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.

thank you.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/16/2018 11:53:03 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =