



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] 8	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission:
Franchise: SPNR	Interior Color:	Warranty Start Date: 03/30/2017
Model: MMWC2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 32208.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF ELMBROOK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF ELMBROOK

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission:
Franchise: SPNR	Interior Color:	Warranty Start Date: 03/30/2017
Model: MMWC2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 32208.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF ELMBROOK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF ELMBROOK

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:
Open: 11/09/2017 09:02:56 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED] 3	

Vehicle Information

Vin: [REDACTED]
 Color:
 Miles: 29000

Year: 2017
 Franchise: SPNR

Model: MMWC2G
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 11/11/2017 06:01:35 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]	11/09/2017 09:22:14 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 5179834, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]3	11/09/2017 09:05:09 AM	Page Vendor	System Closed	Acknowledged VRU	Tom Dexter	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Please call with ETA

This is located at the Hyundai Greenfield

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

Customer status or information about circumstance:

Will the transmission go into neutral: Yes

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

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? No

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

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

Dealer Overnight Dropbox: Yes

Location of drop box:next to the service drive doors

Dealer Servicing Hours:

This is a Metris

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		11/09/2017 09:02:56 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =

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: 12/06/2017 11:06:53 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2017	Model: MMWC2G
Color: [REDACTED]	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 6000		

Issue Code/ Summary

Date Closed: 12/08/2017 06:00:37 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Fuel leakage when refueling, System leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/06/2017 11:31:11 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: [REDACTED], Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/06/2017 11:10:37 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Fuel leakage when refueling

Customer status or information about circumstance: Fuel leaking

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? no A Hyundai Greenfield s/w Kurt for the key dealership

Is the vehicle at a safe location yes OR side of the road: no

Is the car in a parking garage/ or home garage (What is clearance?) EZ pick up at the dealer ship Hyundai Greenfield S/w Kurt for the key

Dealer Overnight Dropbox: Yes

Location of drop box:next to the service drive doors

Dealer Servicing Hours:

If vehicle is a sprinter, yes is it up-fitted? noIs it an RV?no

What is height 96.3' & weight of the Sprinter? 7K

4 wheels

2500

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/06/2017 11:06:53 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =