



Mercedes-Benz

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Legal C1C Report

Customer Information

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

Vehicle Information

Vin:		Year: 2014	Status: NORMAL
Short VIN:		Exterior Color: Polar White	Transmission:
Franchise: MERZ		Interior Color: 105	Warranty Start Date: 03/30/2014
Model: ML350W4		Engine:	Roadside Ext Date:
Mile: 9571.0000000		Fuel:	Radio Code:
Roadside Eligibility: N		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF DELRAY
Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF DELRAY
Vin:		Year: 2014	Status: NORMAL
Short VIN:		Exterior Color: Polar White	Transmission:
Franchise: MERZ		Interior Color: 105	Warranty Start Date: 03/30/2014
Model: ML350W4		Engine:	Roadside Ext Date:
Mile: 9571.0000000		Fuel:	Radio Code:
Roadside Eligibility: N		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF DELRAY
Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF DELRAY
Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VY2	Warranty Start Date: 12/28/2015
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 2604.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: WORLD WIDE MOTORS, INC.
Sale At Dealer:			Last Servicing Dealer: WORLD WIDE MOTORS, INC.

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/30/2016
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9715.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: WORLD WIDE MOTORS, INC.
Sale At Dealer:		Last Servicing Dealer: WORLD WIDE MOTORS, INC.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED] 0
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/28/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2604.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: WORLD WIDE MOTORS, INC.
Sale At Dealer:		Last Servicing Dealer: WORLD WIDE MOTORS, INC.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/30/2016
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9715.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: WORLD WIDE MOTORS, INC.
Sale At Dealer:		Last Servicing Dealer: WORLD WIDE MOTORS, INC.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/30/2016
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Vin: [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 105	Warranty Start Date: 03/30/2014
Model: ML350W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9571.0000000	Fuel:	Radio Code:
Roadside Eligibility: N	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF DELRAY
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF DELRAY

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: 12/16/2016 03:38:31 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 12/21/2016 05:09:24 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]	12/20/2016 11:04:02 AM	Page Vendor	System Closed	Page Sent	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Metris**

Customer is calling fire dept for release

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

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? yes

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

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

Dealer Overnight Dropbox: Yes

Location of drop box:By Service Door

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
		12/20/2016 11:02:22 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/16/2016 03:50:12 PM	Call - Inbound Documentation	System Closed		William Stewart				

Activity Comment:

Transfer to supervisor Jen

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
	3965	12/16/2016 03:38:31 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -