



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

Service Request

Service Request ID:	Vehicle Location Street:	Agent Name:
Last Name:	City:	Agent ID:
First Name:	State:	Agent Phone:
Open: 12/30/2017 01:07:06 PM	Zip Code:	Agent Email:
Status: Closed	Phone:	

Vehicle Information

Vin:	Year: 2017	Model: MMCA2G
Color:	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 01/01/2018 06:00:35 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/30/2017 02:07:30 PM	Tow Notification	System Closed						

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 5304052, Vendor: NSD**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/30/2017 01:14:20 PM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:**Wheelbase: 170", Overall Length: 289.2", Overall Height: 107.5', Base: 6196lbs, GVWR: 9990lbs******Vehicle is not hauling anything, and it is not upfitted******What is the reason for the tow? Tow Non Accident- Leaks****Customer status or information about circumstance:****Will the transmission go into neutral:Y****Is the steering locked and if yes, are the front wheels turned or facing straight?:N****Has an MB RAP Tech been on site: N****Will someone be with the vehicle for the tow:Y****Is the customer riding with vendor (No more than 2 people max):N****Is Customer at home?****Is the vehicle at a safe location OR side of the road:Y****Is the car in a parking garage/ or home garage (What is clearance?)N****Dealer Overnight Dropbox: Yes****Location of drop box:Drop Slot on 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
		12/30/2017 01:07:06 PM	Call - Inbound	System Closed						

Activity Comment:**Inbound Call - Log - ANI =**