



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: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VY2	Warranty Start Date: 12/20/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 3090.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF CHANTILLY
Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF CHANTILLY
Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Arctic White	Transmission:
Franchise: SPNR		Interior Color: VY2	Warranty Start Date: 12/20/2016
Model: M1CA126		Engine:	Roadside Ext Date:
Mile: 1265.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF CHANTILLY
Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF CHANTILLY
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Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF CHANTILLY

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/20/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1265.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF CHANTILLY
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF CHANTILLY

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: 02/09/2017 03:43:32 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: 1262		

Issue Code/ Summary

Date Closed: 02/11/2017 05:04:19 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]	02/09/2017 03:56:45 PM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 82738, Vendor: Urgently

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/09/2017 03:52:54 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

declined email.

does not have time to update

other info at this time.

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
		02/09/2017 03:47:42 PM	Page Vendor	System Closed	Acknowledged VRU	Cherly				

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.

Michael is with the van.

Is Customer at home? no.

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

the cross street =

Bradock road.

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

Dealer Overnight Dropbox: Yes

Location of drop box:next to service drive

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 metris van set up as a cargo van.

this is

7 feet tall .thank you.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/09/2017 03:43:32 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -