



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: [REDACTED]
Home Phone: [REDACTED]	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 21923.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Jupiter Red Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 04/29/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: GRAND BLANC MOTORCARS, LTD. Last Servicing Dealer: GRAND BLANC MOTORCARS, LTD.
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 14195.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Jupiter Red Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 05/09/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: GRAND BLANC MOTORCARS, LTD. Last Servicing Dealer: GRAND BLANC MOTORCARS, LTD.
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 21923.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Jupiter Red Interior Color: VU9 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 04/29/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: GRAND BLANC MOTORCARS, LTD. Last Servicing Dealer: GRAND BLANC MOTORCARS, LTD.

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Jupiter Red	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 05/09/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 14195.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: GRAND BLANC MOTORCARS, LTD.
Sale At Dealer:		Last Servicing Dealer: GRAND BLANC MOTORCARS, LTD.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 08/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: GRAND BLANC MOTORCARS, LTD.
Sale At Dealer:		Last Servicing Dealer: GRAND BLANC MOTORCARS, LTD.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 08/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: GRAND BLANC MOTORCARS, LTD.
Sale At Dealer:		Last Servicing Dealer: GRAND BLANC MOTORCARS, LTD.
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/31/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 15962.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: JOHN SISSON MOTORS, INC.
Sale At Dealer:		Last Servicing Dealer:

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: 09/22/2016 08:16:49 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Jupiter Red
 Miles:

Year: 2016
 Franchise: SPNR

Model: M1CA126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 09/24/2016 06:03:27 AM

Type: Break Down

Sub Type: Tow Non Accident

Area: Roadside

Detail Code: Leaks

Summary: gas odor

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/22/2016 08:41:58 AM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 0029062369, Vendor: Allstate

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/22/2016 08:21:10 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Leaks / VEHICLE IS IN SPOT #124

Customer status or information about circumstance:

Will the transmission go into neutral: YES/GIRL IN OFFICE HAS KEYS

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):

Is Customer at home? NO

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?)

Dealer Overnight Dropbox: Yes

Location of drop box: svc area

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
		09/22/2016 08:16:50 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

Service Request [REDACTED] (Vehicle Owner: [REDACTED])

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: ([REDACTED])
Open: 06/15/2016 04:15:46 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 06/15/2016 04:24:27 PM	Type: Modification Request	Sub Type: Retrofit
Area: Sprinter		
Detail Code:		
Summary: A1648849922 ETA		
should be by tomorrow or Fri		
VA3 retrofit		
load comp. inner trim up to roof washable.		
advised no retrofits as of yet for Metris		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	06/15/2016 04:15:46 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - [REDACTED]

Service Request 1 [REDACTED]

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: [REDACTED]
Open: 05/02/2016 05:53:34 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Jupiter Red	Franchise: SPNR	Rap Eligibility: Ineligible
Miles:		

Issue Code/ Summary

Date Closed: 05/02/2016 05:59:45 PM	Type: EPC	Sub Type: Specification
Area: Sprinter		
Detail Code:		
Summary: [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	05/02/2016 05:53:34 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Inbound Call - Log -** [REDACTED]