



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]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 01/13/2017
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	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: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 01/13/2017
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	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.

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: Todd	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 02/01/2017 03:06:49 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color: Obsidian Black
 Miles: 400

Year: 2016
 Franchise: SPNR

Model: 116KA/ L 4X2 320
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 02/03/2017 05:02:40 AM
 Area: Roadside
 Detail Code: Leaks
 Summary: RAP

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]	02/01/2017 03:26:55 PM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 4468354, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/01/2017 03:16:33 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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? no

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

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

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? not upfitted METRIS van

What is height & weight of the Sprinter? cust was unsure.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/01/2017 03:08:04 PM	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
		02/01/2017 03:06:49 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

Service [REDACTED]

Service Request [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent ID: [REDACTED]
First Name: [REDACTED]	State:	Agent Phone: [REDACTED]
Open: 05/12/2016 04:52:48 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Ineligible
Miles:		

Issue Code/ Summary

Date Closed: 05/12/2016 04:56:23 PM	Type: Key-and-Lock	Sub Type: Spec Request / Key-and-Lock
Area: Sprinter		
Detail Code:		
Summary: stuck outbound - das4 key code issue		

Activity Information