



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:	2008	Status:	NORMAL
Short VIN:		Exterior Color:	Indium Grey	Transmission:	
Franchise:	MERZ	Interior Color:	144	Warranty Start Date:	07/14/2008
Model:	E350W4	Engine:		Roadside Ext Date:	
Mile:	52237.0000000	Fuel:		Radio Code:	
Roadside Eligibility:	N	Preferred Dealer:		Last Selling Dealer:	NEW COUNTRY MOTOR CARS, INC.
Sale At Dealer:				Last Servicing Dealer:	GLOBE MOTOR CAR CO.
Vin:		Year:	2016	Status:	NORMAL
Short VIN:		Exterior Color:	Arctic White	Transmission:	
Franchise:	SPNR	Interior Color:	VY2	Warranty Start Date:	01/29/2016
Model:	M1CA126	Engine:		Roadside Ext Date:	
Mile:	2440.0000000	Fuel:		Radio Code:	
Roadside Eligibility:	Y	Preferred Dealer:		Last Selling Dealer:	MERCEDES-BENZ OF CALDWELL
Sale At Dealer:				Last Servicing Dealer:	MERCEDES-BENZ OF CALDWELL
Vin:		Year:	2016	Status:	NORMAL
Short VIN:		Exterior Color:	Arctic White	Transmission:	
Franchise:	SPNR	Interior Color:	VY2	Warranty Start Date:	01/29/2016
Model:	M1CA126	Engine:		Roadside Ext Date:	
Mile:	2440.0000000	Fuel:		Radio Code:	
Roadside Eligibility:	Y	Preferred Dealer:		Last Selling Dealer:	MERCEDES-BENZ OF CALDWELL
Sale At Dealer:				Last Servicing Dealer:	MERCEDES-BENZ OF CALDWELL

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 06/16/2017
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2386.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF CALDWELL
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF CALDWELL

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 06/16/2017
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2386.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF CALDWELL
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF CALDWELL

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

Service Request ID: [REDACTED]	Vehicle Location Street:	Agent Name: [REDACTED]
Last Name: [REDACTED]	City:	Agent [REDACTED]
First Name: [REDACTED]	State:	Agent Phone:
Open: 09/12/2017 08:48:23 AM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 1000		

Issue Code/ Summary

Date Closed: 09/12/2017 08:50:23 AM	Type: Inquiry	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
[REDACTED]	[REDACTED]	09/12/2017 08:49:55 AM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

fuel leaks will call back when they know its ok to tow

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

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED]ve	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED]	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 09/12/2017 09:32:08 AM	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: 09/14/2017 06:01:22 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
[REDACTED]	[REDACTED]	09/12/2017 09:38:06 AM	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: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?n

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?)

Dealer Overnight Dropbox: Yes

Location of drop box:Front of Service Dr

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
		09/12/2017 09:32:08 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =