



Mercedes-Benz

INFORMATION REDACTED
PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)

Legal C1C Report

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: M2LE144 Mile: 0E-7 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/13/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 15646.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: AOM REVIEW Transmission: [REDACTED] Warranty Start Date: 12/13/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 14134.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Arctic White Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 12/13/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/13/2016
Model: M2LE144	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND
Vin: [REDACTED]	Year: 2016	Status: AOM REVIEW
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/13/2016
Model: M1CA126	Engine: [REDACTED] 55979	Roadside Ext Date:
Mile: 15646.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/13/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 14134.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND

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: 06/23/2017 11:09:52 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: 15000		

Issue Code/ Summary

Date Closed: 06/25/2017 06:01:48 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
		06/23/2017 11:34:48 AM	Tow Notification	System Closed						

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 4825526, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		06/23/2017 11:16:12 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:

ron with veh number listed slow fuel leak metris van 8 ft hgh 17 ft long

What is the reason for the tow? Tow Non Accident- Leaks

Customer status or information about circumstance: will drive

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? weork location

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

Is the car in a parking garage/ or home garage (What is clearance?) can be driven to truck

Dealer Overnight Dropbox: Yes

Location of drop box:right of service Drive/Gate Code 0776

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
		06/23/2017 11:14:36 AM	Call - Inbound Documentation	System Closed						

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:****Is the steering locked and if yes, are the front wheels turned or facing straight?:****Has an MB RAP Tech been on site:****Will someone be with the vehicle for the tow:****Is the customer riding with vendor (No more than 2 people max):****Is Customer at home?****Is the vehicle at a safe location OR side of the road:****Is the car in a parking garage/ or home garage (What is clearance?)****Dealer Overnight Dropbox: Yes****Location of drop box:right of service Drive/Gate Code 0776****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
		06/23/2017 11:09:52 AM	Call - Inbound	System Closed						

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