



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

Vehicle Information

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 06/22/2017
Model: MMCA2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2789.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: CONTEMPORARY MOTOR CARS, INC.
Sale At Dealer:		Last Servicing Dealer: CONTEMPORARY MOTOR CARS, INC.

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: 7 [REDACTED]
Franchise: SPNR	Interior Color:	Warranty Start Date: 06/22/2017
Model: MMCA2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2789.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: CONTEMPORARY MOTOR CARS, INC.
Sale At Dealer:		Last Servicing Dealer: CONTEMPORARY MOTOR CARS, 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: [REDACTED]	State: NJ	Agent Phone:
Open: 09/18/2017 09:41:13 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]
 Color:
 Miles:

Year: 2017
 Franchise: SPNR

Model: MMCA2G
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 09/20/2017 06:00:48 AM

Type: Break Down

Sub Type: Tow Non Accident

Area: Roadside

Detail Code: Leaks

Summary: Called in by Mike at dealer.

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/18/2017 09:57:37 AM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 353293, Vendor: Urgently

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/18/2017 09:45:54 AM	RAP Override- extra mile	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Reason: brand new vehicle. call being handled by dealer.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	09/18/2017 09:44:55 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:PLEASE USE HERITAGE TOWING. [REDACTED] THEY ARE BRINGING A LOANER

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?yes

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?)no

Dealer Overnight Dropbox: Yes

Location of drop box:BY FRONT DOOR-DO NOT BLOCK DUMPSTERS

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
██████████	██████████	09/18/2017 09:41:13 AM	Call - Inbound	System Closed			██████████	██████████		██████████ mbusa.com

Activity Comment:

Inbound Call - Log - ANI = 7 ██████████