



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: MERZ Model: ML350W4 Mile: 9571.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2014 Exterior Color: Polar White Interior Color: 105 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: 7 [REDACTED] Warranty Start Date: 03/30/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF DELRAY Last Servicing Dealer: MERCEDES-BENZ OF DELRAY
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: ML350W4 Mile: 9571.0000000 Roadside Eligibility: N Sale At Dealer:	Year: 2014 Exterior Color: Polar White Interior Color: 105 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 03/30/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF DELRAY Last Servicing Dealer: MERCEDES-BENZ OF DELRAY
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1CA126 Mile: 2604.0000000 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: 12/28/2015 Roadside Ext Date: Radio Code: Last Selling Dealer: WORLD WIDE MOTORS, INC. Last Servicing Dealer: WORLD WIDE MOTORS, INC.

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/30/2016
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9715.0000000	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: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 12/28/2015
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2604.0000000	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: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/30/2016
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9715.0000000	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: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 09/30/2016
Model: 116KA/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9715.0000000	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: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 105	Warranty Start Date: 03/30/2014
Model: ML350W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 9571.0000000	Fuel:	Radio Code:
Roadside Eligibility: N	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF DELRAY
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF DELRAY

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: 02/10/2017 09:04:39 AM	Zip Code: 47804	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 1500		

Issue Code/ Summary

Date Closed: 02/12/2017 05:05:36 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Battery cannot be charged		
Summary: 3rd time vehicle has been in the shop		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/10/2017 09:23:21 AM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 4488623, Vendor: NSD**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/10/2017 09:08:33 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**What is the reason for the tow? Tow Non Accident- Battery cannot be charged****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? Y

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?) N

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? N

What is height & weight of the Sprinter? H 77.1

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		02/10/2017 09:04:40 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

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

Service Request ID: [REDACTED]	Vehicle Location Street: [REDACTED] r,	Agent Name: [REDACTED]
Last Name: Stewart	City: [REDACTED],	Agent ID: [REDACTED]
First Name: William	State: IN	Agent Phone: [REDACTED]
Open: 01/11/2017 01:59:03 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 01/13/2017 05:30:16 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Stalls/goes out		
Summary: kenan		
[REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/11/2017 02:12:53 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 4420562, Vendor: NSD**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	01/11/2017 02:02:20 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**What is the reason for the tow? Tow Non Accident- Stalls/goes out****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?: NOT LOCKED**

Has an MB RAP Tech been on site:

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: PARKED IN PARKING LOT ASIDE OFFICE.

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? NO

What is height & weight of the Sprinter? METRIS VAN

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		01/11/2017 01:59:03 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log -

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: 12/20/2016 04:17:17 PM	Zip Code: 478024178	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 12/21/2016 08:34:02 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Odor		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/20/2016 04:18:46 PM	Page Vendor	Done	Acknowledged Manually	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

AAA Towing [REDACTED]

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: 12/16/2016 03:14:55 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 12/16/2016 03:21:19 PM	Type: Inquiry	Sub Type: RAP Program
Area: Roadside		
Detail Code: Guidelines		
Summary: Tech Jerry called regarding SR [REDACTED]. Jerry inquired about tow back to customer's location, cust states tow back will be complimentary.		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/16/2016 03:20:14 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Writer informed Jerry RAP sets up tows to dealer, customer and dealer settles on tow going back to customer as RAP does not get involved.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED] 614	12/16/2016 03:14:56 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log [REDACTED]

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:
Open: 12/16/2016 02:04:05 PM	Zip Code:	Agent Email: [REDACTED]
Status: Cancelled	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 12/16/2016 02:07:13 PM	Type:	Sub Type:
Area: Roadside		
Detail Code:		
Summary: customer wanted car towed in, told them to contact dealership		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	12/16/2016 02:04:06 PM	Call - Inbound	In Progress			[REDACTED]	[REDACTED]		[REDACTED]

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

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

Service Request ID: [REDACTED]	Vehicle Location: [REDACTED],	Agent Name: [REDACTED]
Last Name: [REDACTED]	City: [REDACTED],	Agent ID: [REDACTED]
First Name: [REDACTED]	State: [REDACTED]	Agent Phone: [REDACTED]
Open: 12/09/2016 09:21:47 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 750		

Issue Code/ Summary

Date Closed: 12/11/2016 05:08:09 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: System leaks		
Summary: Fulfilled by Express Towing and Recovery (812) 239-2366 Processing Contacting Truck Truck Dispatched Completed Arrival ETA 55min		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]/09/2016 09:24:09 AM	Page Vendor	System Closed	Acknowledged Manually	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Dispatch to Honk - What is the reason for the tow? Tow Non Accident- System 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?) lot

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? no its a metris van,, ususal size flatbed please--

What is height & weight of the Sprinter? 144 chasis

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/09/2016 09:21:47 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log

Service Request 1-1 (Vehicle)

Service Request ID:	Vehicle Location Street:	Agent Name:
Last Name:	City:	Agent ID:
First Name:	State:	Agent Phone:
Open: 03/05/2018 01:01:14 PM	Zip Code:	Agent Email:
Status: Closed	Phone:	

Vehicle Information

Vin:	Year: 2016	Model: 116KA/ L 4X2 320
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 9600		

Issue Code/ Summary

Date Closed: 03/07/2018 06:00:53 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: General		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/05/2018 01:22:16 PM	Tow Notification	System Closed						

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 5469566, Vendor: NSD**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/05/2018 01:07:18 PM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:****please call cust. if further vehicle info. (height, weight etc.) is needed****What is the reason for the tow? Tow Non Accident- General**

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): 2****Is Customer at home? no****Is the vehicle at a safe location OR side of the road: road****Is the car in a parking garage/ or home garage (What is clearance?) side of road****Dealer Overnight Dropbox: Yes****Location of drop box:****Dealer Servicing Hours:****If vehicle is a sprinter, is it up-fitted? Is it an RV? yes, van****What is height & weight of the Sprinter?**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		03/05/2018 01:01:14 PM	Call - Inbound	System Closed						

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