



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: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: R B M OF ALPHARETTA
Sale At Dealer:		Last Servicing Dealer: R B M OF ALPHARETTA
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: R B M OF ALPHARETTA
Sale At Dealer:		Last Servicing Dealer: R B M OF ALPHARETTA
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Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: R B M OF ALPHARETTA
Sale At Dealer:		Last Servicing Dealer: R B M OF ALPHARETTA

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Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2516.0000000	Fuel:	Radio Code:
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Sale At Dealer:		Last Servicing Dealer: R B M OF ALPHARETTA
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Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 10/31/2016
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Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: R B M OF ALPHARETTA
Sale At Dealer:		Last Servicing Dealer: R B M OF ALPHARETTA

Service Request [REDACTED] (Vehicle [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: [REDACTED]
Open: 02/21/2018 06:38:08 PM	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: [REDACTED]		

Issue Code/ Summary

Date Closed: 02/23/2018 06:02:53 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: [REDACTED]		
Summary: [REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED] 34	02/21/2018 06:39:44 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

call dropped; writer called customer back and went to v/m

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/21/2018 06:38:08 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - ANI = [REDACTED]

Service Request 1- [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: WA	Agent Phone: [REDACTED]
Open: 02/21/2018 06:48:17 PM	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: 02/23/2018 06:01:40 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Odor		
Summary: 425/746/7852		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/21/2018 07:03:38 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 564320, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/21/2018 06:52:28 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**METRIS VAN****What is the reason for the tow? Tow Non Accident- Odor****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:

Will someone be with the vehicle for the tow: YES

Is the customer riding with vendor (No more than 2 people max):

Is Customer at home? NO

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?)

Dealer Overnight Dropbox: Yes

Location of drop box: Outside Service Drive Entrance

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
		02/21/2018 06:48:17 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =