



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: 04/28/2017
Model: MMWC2G	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2031.0000000	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 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: [REDACTED]	Agent Phone:
Open: 12/02/2017 10:43:42 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2017	Model: MMWC2G
Color:	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 12/04/2017 06:01:19 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
		12/02/2017 10:58:05 AM	Tow Notification	System Closed						

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

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/02/2017 10:46:15 AM	Page Vendor	System Closed	Acknowledged VRU					

Activity Comment:**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? 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?) driveway****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? vehicle is a van****What is height & weight of the Sprinter? weight 3550lbs**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		12/02/2017 10:43:42 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI = [REDACTED]