



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: SPNR Model: MMWC2G Mile: 0E-7 Roadside Eligibility: Y Sale At Dealer:	Year: 2017 Exterior Color: Interior Color: Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 08/27/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: FIELDS MOTORCARS Last Servicing Dealer: FIELDS MOTORCARS
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: MMWC2G Mile: 0E-7 Roadside Eligibility: Y Sale At Dealer:	Year: 2017 Exterior Color: Interior Color: Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 08/27/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: FIELDS MOTORCARS Last Servicing Dealer: FIELDS MOTORCARS
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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: 04/23/2018 04:42:23 PM	Zip Code: 33813	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2017	Model: MMWC2G
Color: [REDACTED]	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 10		

Issue Code/ Summary

Date Closed: 04/25/2018 06:00:44 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: driveway		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/23/2018 07:21:42 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: 5595717, Vendor: NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/23/2018 07:00:51 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

****Please call with ETA****

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

Customer status or information about circumstance: car shut off, gas leak

Will the transmission go into neutral:y

Is the steering locked and if yes, are the front wheels turned or facing straight?:y

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?)driveway

Dealer Overnight Dropbox: Yes

Location of drop box:Next to Svc doors

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
		04/23/2018 06:57:48 PM	Call - Inbound	System Closed						

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/23/2018 04:43:19 PM	Call - Inbound Documentation	System Closed						

Activity Comment:

Cust will callback tomorrow morning for tow.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/23/2018 04:42:23 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =