



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: G3087541 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 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: 05/31/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF BOISE Last Servicing Dealer: MERCEDES-BENZ OF BOISE
Vin: [REDACTED] Short VIN: G3087497 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 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: 05/31/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF BOISE Last Servicing Dealer: MERCEDES-BENZ OF BOISE
Vin: [REDACTED] Short VIN: G3063602 Franchise: SPNR Model: M1CA126 Mile: 1.0000000 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: 05/31/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF BOISE Last Servicing Dealer: MERCEDES-BENZ OF BOISE

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3099758	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 05/31/2016
Model: 121K	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BOISE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BOISE
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3087541	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 05/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BOISE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BOISE
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3087497	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 05/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BOISE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BOISE
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3063602	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 05/31/2016
Model: M1CA126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BOISE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BOISE
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: G3099758	Exterior Color: Arctic White	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 05/31/2016
Model: 121K	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BOISE
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BOISE

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: VT	Agent Phone: [REDACTED]
Open: 02/06/2018 01:37:28 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 121K
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 02/08/2018 06:00:39 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/06/2018 02:47:39 PM	Tow Notification	System Closed			SADMIN	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 542423, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	02/06/2018 01:45:06 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:****Sprinter Metris Van******What is the reason for the tow? Tow Non Accident-****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): 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:right side of building outside of svc de

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV? no

What is height & weight of the Sprinter? 75.2/2502lbs

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	02/06/2018 01:37:28 PM	Call - Inbound	System Closed			ROMHUNT	██████████		██████████

Activity Comment:

Inbound Call - Log - ANI = ██████████

Service Request [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: 04/01/2016 10:21:11 AM	Zip Code:	Agent Email: [REDACTED]
Status: Cancelled	Phone:	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: 121K
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles:		

Issue Code/ Summary

Date Closed: 09/21/2016 11:08:08 AM	Type: No Action	Sub Type: SR Unnecessary
Area: MB Cars		
Detail Code:		
Summary: W-16 - has sliding door - T-19 + H20 - sent to PT		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/01/2016 10:21:11 AM	Call - Inbound	In Progress			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - [REDACTED]