



Mercedes-Benz

Legal C1C Report**Customer Information**

Customer: [REDACTED]	[REDACTED]	
[REDACTED]	Cell Phone:	Work Phone:

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 72299406901783
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 04/26/2017
Model: M1CA126	Engine: 27492030655976	Roadside Ext Date:
Mile: 8353.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF ORLAND PARK
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF ORLAND PARK

Vin: WD3PG2EAXG [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission: 72299406901783
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Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF ORLAND PARK

Service Request 1-985042102 (Vehicle [REDACTED])

Service Request ID: 1-985042102	Vehicle Location Street:	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]

Year: 2016

Model: M1CA126

Color: Arctic White

Franchise: SPNR

Rap Eligibility: Eligible

Miles:

Issue Code/ Summary

Date Closed: 10/19/2017 02:37:12 PM

Type: Complaint

Sub Type: RAP Program

Area: Customer Care

Detail Code: Coverage

Summary: Vehicle location

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-985042102	1985042157	10/19/2017 02:36:00 PM	Call - Inbound Documentation	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

assistance with ETA for tow of vehicle, customer is at the dealer . Writer checked with tow provider for customer, approx. 20 minutes away from the St Charles service center. Cust wanted to confirm is inroute to MB St. Charles.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-985042102	1985042107	10/19/2017 02:28:16 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - ANI = 16308165732

Service Request 1-984945409 (Vehicle [REDACTED])

Service Request ID: 1-984945409	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD3PG2EAXG [REDACTED]	Year: 2016	Model: M1CA126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 10000		

Issue Code/ Summary

Date Closed: 10/20/2017 04:00:26 PM	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
1-984945409	1985042152	10/19/2017 02:33:48 PM	Call - Inbound	Done		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-984945409	1984953481	10/19/2017 10:58:53 AM	Tow Notification	Done			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 5123021, Vendor: NSD**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-984945409	1984945549	10/19/2017 10:54:04 AM	Page Vendor	Done	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**please bring flat bed tow; please call customer with ETA; This is a metris van, not sprinter**

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

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): no

Is Customer at home? yes

Is the vehicle at a safe location OR side of the road: yes, safe

Is the car in a parking garage/ or home garage (What is clearance?) no

Dealer Overnight Dropbox: Yes

Location of drop box:service 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
1-984945409	1984945534	10/19/2017 10:50:44 AM	Call - Inbound	Done						

Activity Comment:

Inbound Call - Log - ANI =