



Legal C1C Report

Customer Information

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

Vehicle Information

Vin: WDDHF5KB5E [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 38698.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2014 Exterior Color: Black Interior Color: 111 Engine: 27695230671413 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72290607782514 Warranty Start Date: 05/18/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: KEYES EUROPEAN, LLC Last Servicing Dealer: KEYES EUROPEAN, LLC
Vin: WDDHF5KB5E [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: E350W Mile: 38698.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2014 Exterior Color: Black Interior Color: 111 Engine: 27695230671413 Fuel: Preferred Dealer:	Status: NORMAL Transmission: 72290607782514 Warranty Start Date: 05/18/2014 Roadside Ext Date: Radio Code: Last Selling Dealer: KEYES EUROPEAN, LLC Last Servicing Dealer: KEYES EUROPEAN, LLC
Vin: WD4PG2EE0G [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: M1PV126 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Obsidian Black Interior Color: VU9 Engine: 27492030597730 Fuel: Preferred Dealer:	Status: NORMAL Transmission: Warranty Start Date: 08/28/2016 Roadside Ext Date: Radio Code: Last Selling Dealer: KEYES EUROPEAN, LLC Last Servicing Dealer: KEYES EUROPEAN, LLC

Vin: WDDHF5KB5EB [REDACTED]	Year: 2014	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Black	Transmission: 72290607782514
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 05/18/2014
Model: E350W	Engine: 27695230671413	Roadside Ext Date:
Mile: 38698.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: KEYES EUROPEAN, LLC
Sale At Dealer:		Last Servicing Dealer: KEYES EUROPEAN, LLC

Vin: WD4PG2EE0G [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 08/28/2016
Model: M1PV126	Engine: 27492030597730	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: KEYES EUROPEAN, LLC
Sale At Dealer:		Last Servicing Dealer: KEYES EUROPEAN, LLC

Service Request 1-701282370 (Vehicle Owner: [REDACTED])

Service Request ID: 1-701282370	Vehicle Location Street: [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD4PG2EE0G [REDACTED]	Year: 2016	Model: M1PV126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 10000		

Issue Code/ Summary

Date Closed: 03/06/2017 05:05:47 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Odor		
Summary: TOW. Smelling fuel.		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-701282370	1701249815	03/04/2017 05:02:52 AM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 106200, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-701282370	1701249779	03/04/2017 03:57:36 AM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 106200, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-701282370	1701282411	03/04/2017 03:56:52 AM	Note	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

UPDATE: Vehicle will be unattended, key on top of front left tire. Pls have provider give the customer a courtesy call when the vehicle has been picked up. Msg was relayed to Urgently.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-701282370	1701177117	03/04/2017 03:48:27 AM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:**Vehicle being stored, will be dropped off around 8am saturday morning.**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-701282370	1701282391	03/04/2017 03:24:09 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**What is the reason for the tow? Tow Non Accident- Fuel Odor****Will the transmission go into neutral: YES****Is the steering locked and if yes, are the front wheels turned or facing straight?: NOT LOCKED****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? 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?) NO**

Dealer Overnight Dropbox: Yes

Location of drop box: Rear on Chandler aftr hrs combo lck 5746

If vehicle is a sprinter, is it up-fitted? Is it an RV? SMALL METRIS SPRINTER VAN, SAME SIZE AS A SMALL SUV. STANDARD FLATBED WILL SUFFICE.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-701282370	1701282371	03/04/2017 03:16:25 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI=8189890377 | DNIS = 6393| Data_A=8189890377| Data_B=8187300006| Data_C=101| Data_D=6393| Data_E= |Time-3/4/2017 3:16:15 AM |CH-9280