



Mercedes-Benz

Legal C1C Report**Customer Information**

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

Vehicle Information

Vin: WD4PG2EE0G3 [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 09/30/2016
Model: M1PV126	Engine: 27492030666201	Roadside Ext Date:
Mile: 16421.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF DANBURY
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF DANBURY

Vin: WD4PG2EE0G3 [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Arctic White	Transmission:
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 09/30/2016
Model: M1PV126	Engine: 27492030666201	Roadside Ext Date:
Mile: 16421.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF DANBURY
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF DANBURY

Service Request 1-947329683 (Vehicle Owner: [REDACTED])

Service Request ID: 1-947329683	Vehicle Location Street:	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
Status: Closed	Phone:	

Vehicle Information

Vin: WD4PG2EE0G [REDACTED]

Year: 2016

Model: M1PV126

Color: Arctic White

Franchise: SPNR

Rap Eligibility: Eligible

Miles:

Issue Code/ Summary

Date Closed: 06/23/2017 01:48:30 PM

Type: EPC

Sub Type: Technical / Install Help

Area: Sprinter

Detail Code:

Summary: Metris A4473100400 A4475406336 did not fit aftermarket hitch - dealer may try A4475406236

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-947329683	1947329684	06/23/2017 01:31:29 PM	Call - Inbound	Done			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - ANI=2037786333 | DNIS = | Data_A=2037786333| Data_B=| Data_C=311| Data_D=| Data_E= |Time-6/23/2017 1:31:14 PM |CH-7603

Service Request 1-1006646886 (Vehicle Owner: [REDACTED])

Service Request ID: 1-1006646886	[REDACTED]	[REDACTED]
Last Name: [REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Vehicle Information

Vin: WD4PG2EE0G [REDACTED]	Year: 2016	Model: M1PV126
Color: Arctic White	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 7000		

Issue Code/ Summary

Date Closed: 12/15/2017 06:02:01 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: System leaks		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1006646886	11006671752	12/13/2017 01:05:23 PM	Tow Notification	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**Destination Location: Dealer. Vendor Reference Number: 464949, Vendor: Urgently**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1006646886	11006664309	12/13/2017 12:38:55 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:**tech. called to get height, wheelbase, length, and weight**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
1-1006646886	11006661941	12/13/2017 12:15:18 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- System 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: no

Will someone be with the vehicle for the tow: yes

Is the customer riding with vendor (No more than 2 people max): yes 1

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:near 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
1-1006646886	11006661901	12/13/2017 12:12:16 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =