



Mercedes-Benz

Legal C1C Report**Customer Information**

Customer: [REDACTED]	Address: [REDACTED] USA
Home Phone: ([REDACTED])	Cell Phone: [REDACTED] Work Phone: [REDACTED]

Vehicle Information

Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: GLS450W4 Mile: 0E-7 Roadside Eligibility: Y Sale At Dealer:	Year: 2017 Exterior Color: Black Interior Color: 111 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 02/10/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF MIAMI Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: SPNR Model: 121KB/ L 4X2 320 Mile: 1.0000000 Roadside Eligibility: Y Sale At Dealer:	Year: 2016 Exterior Color: Obsidian Black Interior Color: VY2 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 02/11/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF MIAMI Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED] Short VIN: [REDACTED] Franchise: MERZ Model: GLC 300 Mile: 0E-7 Roadside Eligibility: Y Sale At Dealer:	Year: 2017 Exterior Color: Interior Color: 101 Engine: [REDACTED] Fuel: Preferred Dealer:	Status: NORMAL Transmission: [REDACTED] Warranty Start Date: 02/27/2017 Roadside Ext Date: Radio Code: Last Selling Dealer: MERCEDES-BENZ OF MIAMI Last Servicing Dealer: MERCEDES-BENZ OF MIAMI

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Polar White	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 01/06/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Black	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 12/30/2016
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 03/10/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 12/30/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2015	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Steel Grey	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 03/06/2015
Model: SLK250	Engine: [REDACTED]	Roadside Ext Date:
Mile: 14177.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: ATLANTA CLASSIC CARS, INC.
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI

Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Black	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 02/10/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VY2	Warranty Start Date: 02/11/2017
Model: 121KB/ L 4X2 320	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 02/27/2017
Model: GLC 300	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 114	Warranty Start Date: 04/17/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 04/18/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI

Vin: [REDACTED]	Year: 2015	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Steel Grey	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 03/06/2015
Model: SLK250	Engine: [REDACTED]	Roadside Ext Date:
Mile: 14177.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: ATLANTA CLASSIC CARS, INC.
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 03/10/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 114	Warranty Start Date: 04/17/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 111	Warranty Start Date: 04/18/2017
Model: GLS450W4	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI
Vin: [REDACTED]	Year: 2017	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color:	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 101	Warranty Start Date: 02/27/2017
Model: GLC 300	Engine: [REDACTED]	Roadside Ext Date:
Mile: 0E-7	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 11/15/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF MIAMI
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF MIAMI

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: 11/18/2016 05:36:20 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Obsidian Black	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 120		

Issue Code/ Summary

Date Closed: 11/20/2016 05:05:04 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: [REDACTED]		
Doral exit		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:23:22 PM	Agent Empowerment	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		

Activity Comment:

called mb concierge named [REDACTED] to set up complimentary transportation to hotel per [REDACTED] to [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:21:01 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		

Activity Comment:

customer called in to get eta and ask about ride to Intercvontinental hotel per [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:16:43 PM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: [REDACTED] Vendor: Allstate

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:13:48 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		

Activity Comment:

Inbound Call - Log - ANI [REDACTED] | DNIS = [REDACTED] Data_A [REDACTED] | Data_B= [REDACTED] | Data_C [REDACTED] Data_E= |Time-11/18/2016 6:13:45 PM [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:07:35 PM	Note	System Closed		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

writter offered cust a taxi back to hotel since they just purchased veh. hotel is 10 mins away from breakdown location

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:06:40 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

cust called to find out eta of tow. writter informed them that vendor was still trying to be secured and they will recieve a phone call once we do

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 06:04:10 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

Inbound Call - Log - ANI [REDACTED] | DNIS = [REDACTED] Data_A= [REDACTED] | Data_B= [REDACTED] Data_C [REDACTED] | Data_D [REDACTED] | Data_E= |Time-11/18/2016 6:03:53 PM [REDACTED]

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 05:56:43 PM	Call - Outbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

called as [REDACTED] to change drop off location to mb of Miami

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 05:55:29 PM	Call - Inbound Documentation	System Closed		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Activity Comment:

cust called for update stating his vehicle needs to be taken to mb of Miami. writer advised page was just sent out therefore a tow truck driver is still being secured and he will be notified once provider has been secured

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	11/18/2016 05:43:42 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

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?: not locked

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): 2

Is Customer at home? no

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

Is the car in a parking garage/ or home garage (What is clearance?)

Dealer Overnight Dropbox: Yes

Location of drop box:Main Entrance Left Sid

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
[REDACTED]	[REDACTED]	11/18/2016 05:36:21 PM	Call - Inbound	System Closed			[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Inbound Call - Log - AN [REDACTED] | DNIS = [REDACTED] | Data_A=[REDACTED] Data_B [REDACTED] Data_C [REDACTED] | Data_D [REDACTED] | Data_E= |Time-11/18/2016 5:36:15 PM [REDACTED]

