



Mercedes-Benz

Legal C1C Report**Customer Information**

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

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 07/19/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 22000.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BIRMINGHAM
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BIRMINGHAM

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Obsidian Black	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 07/19/2016
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 22000.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BIRMINGHAM
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BIRMINGHAM

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:
Open: 07/05/2017 01:52:29 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]
 Color: Obsidian Black
 Miles: 10000

Year: 2016
 Franchise: SPNR

Model: M1PV126
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 07/07/2017 06:05:51 AM
 Area: Roadside
 Detail Code: Odor
 Summary:

Type: Break Down

Sub Type: Tow Non Accident

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	07/05/2017 02:15:14 PM	Tow Notification	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: [REDACTED] **Vendor:** NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	07/05/2017 02:04:25 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

fuel odor.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	07/05/2017 01:59:58 PM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

**writer advised that
 standard data rates may apply.**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	07/05/2017 01:55:55 PM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

**fuel odor.
 this is a metris van.**

What is the reason for the tow? fuel odor.Tow Non Accident- Odor

Customer status or information about circumstance: fuel odor.

Will the transmission go into neutral: yes.

Is the steering locked and if yes, are the front wheels turned or facing straight?:

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.
one rider.

Is Customer at home? yes.

Is the vehicle at a safe location OR side of the road:
in driveway.

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

Dealer Overnight Dropbox: Yes

Location of drop box:Svc Dept/Aftr hrs outside gate

Dealer Servicing Hours:

If vehicle is a sprinter, is it up-fitted? Is it an RV?

What is height & weight of the Sprinter?

needs a tow.

thank you.

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	07/05/2017 01:52:30 PM	Call - Inbound	System Closed			██████████	██████		██████████

Activity Comment:

Inbound Call - Log - ██████████ | DNIS = █████ | Data_A=██████████ | Data_B=██████████ | Data_C=101 | Data_D=██████ | Data_E= |Time-7/5/2017 1:52:22 PM |CH █████

Service Request [REDACTED] (**Vehicle Owner:** [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: 05/25/2017 07:06:03 PM	Zip Code:	Agent Email: [REDACTED]
Status: Closed	Phone:	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 05/25/2017 07:12:31 PM	Type: Accessories	Sub Type: Specification Request
Area: Sprinter		
Detail Code:		
Summary: G3152664		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	05/25/2017 07:06:04 PM	Call - Inbound	Done			[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=** [REDACTED] **| Time** [REDACTED] **7:06:00 PM | CH** [REDACTED]