



Legal C1C Report

Customer Information

Customer:		Address:	
Home Phone:		Cell Phone:	Work Phone:

Vehicle Information

Vin:		Year: 2015	Status: NORMAL
Short VIN:		Exterior Color: Black	Transmission:
Franchise: MERZ		Interior Color: 101	Warranty Start Date: 10/31/2015
Model: ML350W2		Engine:	Roadside Ext Date:
Mile: 1.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF THE WOODLANDS
Sale At Dealer:			Last Servicing Dealer:
Vin:		Year: 2016	Status: NORMAL
Short VIN:		Exterior Color: Northern Lights Violet	Transmission:
Franchise: MERZ		Interior Color: 651	Warranty Start Date: 11/16/2016
Model: CLA 250 Sport		Engine:	Roadside Ext Date:
Mile: 1.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEAUMONT
Sale At Dealer:			Last Servicing Dealer: MERCEDES-BENZ OF BEAUMONT
Vin:		Year: 2015	Status: NORMAL
Short VIN:		Exterior Color: Black	Transmission:
Franchise: MERZ		Interior Color: 101	Warranty Start Date: 10/31/2015
Model: ML350W2		Engine:	Roadside Ext Date:
Mile: 1.0000000		Fuel:	Radio Code:
Roadside Eligibility: Y		Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF THE WOODLANDS
Sale At Dealer:			Last Servicing Dealer:

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Northern Lights Violet	Transmission: [REDACTED]
Franchise: MERZ	Interior Color: 651	Warranty Start Date: 11/16/2016
Model: CLA 250 Sport	Engine: [REDACTED]	Roadside Ext Date:
Mile: 1.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF BEAUMONT
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF BEAUMONT

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 10/12/2015
Model: M1PV126	Engine: [REDACTED]	Roadside Ext Date:
Mile: 2443.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF SUGAR LAND
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF SUGAR LAND

Service Request [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: 12/26/2016 04:26:30 PM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

Vin: [REDACTED]	Year: 2016	Model: M1PV126
Color: Brilliant Silver	Franchise: SPNR	Rap Eligibility: Eligible
Miles: 2200		

Issue Code/ Summary

Date Closed: 12/28/2016 05:03:54 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Leaks		
Summary: fuel leak		
[REDACTED]		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/26/2016 11:28:00 PM	Tow Notification	System Closed		██████████	██████████	██████████		██████████

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: ██████████ **Vendor: Allstate**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/26/2016 10:09:21 PM	Tow Notification	System Closed		██████████	██████████	██████████		██████████

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: ██████████ **Vendor: Allstate**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/26/2016 04:40:41 PM	Tow Notification	System Closed		██████████	██████████	██████████		██████████

Activity Comment:

Destination Location: Dealer. Vendor Reference Number: ██████████ **Vendor: Allstate**

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	12/26/2016 04:28:21 PM	Page Vendor	System Closed	Acknowledged VRU	██████████	██████████	██████████		██████████

Activity Comment:

Second Contact Number ██████████

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): maybe

Is Customer at home? yes

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

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

Dealer Overnight Dropbox: Yes

Location of drop box:Lot closes 7pm drop box always open

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
		12/26/2016 04:26:30 PM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI= | DNIS = | Data_A= Data_B= Data_C=101| Data_D= Data_E= |Time-12/26/2016 4:26:27 PM |CH