



Mercedes-Benz

Legal C1C Report**Customer Information**

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

Vehicle Information

Vin: [REDACTED]	Year: 2016	Status: NORMAL
Short VIN: [REDACTED]	Exterior Color: Brilliant Silver	Transmission: [REDACTED]
Franchise: SPNR	Interior Color: VU9	Warranty Start Date: 11/01/2016
Model: [REDACTED]	Engine: [REDACTED]	Roadside Ext Date:
Mile: 24691.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: HOLMES EUROPEAN MOTORS, LLC.
Sale At Dealer:		Last Servicing Dealer: HOLMES EUROPEAN MOTORS, LLC.

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Sale At Dealer:		Last Servicing Dealer: HOLMES EUROPEAN MOTORS, LLC.

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: 03/13/2018 09:26:17 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: ([REDACTED])	

Vehicle Information

Vin: [REDACTED]
 Color: Brilliant Silver
 Miles: 24500

Year: 2016
 Franchise: SPNR

Model: [REDACTED]
 Rap Eligibility: Eligible

Issue Code/ Summary

Date Closed: 03/15/2018 06:00:40 AM
 Area: Roadside
 Detail Code: Leaks
 Summary: metris van

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]	03/13/2018 09:57:34 AM	Tow Notification	System Closed			[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]	03/13/2018 09:28:06 AM	Call - Inbound	System Closed		[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	03/13/2018 09:28:06 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Leaks

Customer status or information about circumstance:

Will the transmission go into neutral:y

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

Has an MB RAP Tech been on site: n

Will someone be with the vehicle for the tow:y

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

Is Customer at home?y

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

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

Dealer Overnight Dropbox: Yes

Location of drop box:Svc. Dept.

Dealer Servicing Hours:

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

What is height & weight of the Sprinter? metris van