



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: 12/01/2015
Model: [REDACTED]	Engine: [REDACTED]	Roadside Ext Date:
Mile: 51141.0000000	Fuel:	Radio Code:
Roadside Eligibility: Y	Preferred Dealer:	Last Selling Dealer: MERCEDES-BENZ OF FORT MITCHELL
Sale At Dealer:		Last Servicing Dealer: MERCEDES-BENZ OF FORT MITCHELL

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: 10/25/2017 09:27:27 AM	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:		

Issue Code/ Summary

Date Closed: 10/27/2017 06:00:41 AM

Type: Break Down

Sub Type: Tow Non Accident

Area: Roadside

Detail Code: Leaks

Summary:

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	10/25/2017 10:13:20 AM	Tow Notification	System Closed			████████	████████		████████

Activity Comment:**Destination Location:** Dealer. **Vendor Reference Number:** ██████, **Vendor:** NSD

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
████████	████████	10/25/2017 09:31:04 AM	Page Vendor	System Closed	Acknowledged VRU	████████	████████	████████		████████

Activity Comment:**What is the reason for the tow?** Tow Non Accident- Leaks**Customer status or information about circumstance:** fuel odor**Will the transmission go into neutral:** no stuck in park**Is the steering locked and if yes, are the front wheels turned or facing straight?:**yes, straight**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):**y**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, driveway, front of van is facing the street**Dealer Overnight Dropbox:** Yes**Location of drop box:**On the Service Drive**Dealer Servicing Hours:****If vehicle is a sprinter, is it up-fitted? Is it an RV?**NO**What is height & weight of the Sprinter?****length:**202**weight:**7000**height:**77

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
██████████	██████████	10/25/2017 09:27:28 AM	Call - Inbound	System Closed		██████████	██████████	██████		██████████

Activity Comment:

Inbound Call - Log - ANI = ██████████

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: 04/10/2018 08:59:57 AM	Zip Code: [REDACTED]	Agent Email: [REDACTED]
Status: Closed	Phone: [REDACTED]	

Vehicle Information

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

Issue Code/ Summary

Date Closed: 04/12/2018 06:01:50 AM	Type: Break Down	Sub Type: Tow Non Accident
Area: Roadside		
Detail Code: Battery cannot be charged		
Summary:		

Activity Information

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
[REDACTED]	[REDACTED]	04/10/2018 09:17:20 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]	04/10/2018 09:02:50 AM	Page Vendor	System Closed	Acknowledged VRU	[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]

Activity Comment:

What is the reason for the tow? Tow Non Accident- Battery cannot be charged

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): Maybe 2

Is Customer at home? N

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?) N

Dealer Overnight Dropbox: Yes

Location of drop box:On the Service Drive

Dealer Servicing Hours:

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

What is height & weight of the Sprinter? Metris H 74.4

Service Request	Activity Id	Created Date	Type	Status	Sub Status	Name	Owner	Owner Name	Phone	Email
		04/10/2018 08:59:57 AM	Call - Inbound	System Closed						

Activity Comment:

Inbound Call - Log - ANI =