 <p align="center">DOT Auto Safety Hotline</p> <p align="center">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects</p> <p align="center">U.S. Department of Transportation National Highway Traffic Safety Administration</p> <p align="center">2008 NOV 25 PM 4:47 888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>				FOR AGENCY USE ONLY 100148			
				Date Received 07-NOV-2008	Repository <input type="checkbox"/> Reference No. 10247956		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number		E-mail Address	
Name		Address		Evening Telephone Number			
City	GRAYSON	State	GA	Zip Code			
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. Signature of Owner _____ Date ____/____/____							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make	Model	Model Year	
				MERCEDES BENZ	CL CLASS	2002	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:		
				No: Cylinders			
Original Owner	Dealer's City		State	Zip Code			
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)		
	<input type="checkbox"/> Cruise Control				06-NOV-2008		
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION					Failure Mileage	Failure Speed	
					85000	0	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
APPLICABLE INCIDENT INFORMATION							
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>							
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	N			
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).							
TL*THE CONTACT OWNS A 2002 MERCEDES BENZ CL CLASS. THE CONTACT STATED THAT HIS VEHICLE WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 07V263000 (SUSPENSION). THE DEALER REPAIRED THE ABC VALVE BLOCK AT THE COST OF \$2,200 AND STATED THAT THERE WERE MATERIALS IN THE FLUID OF THE ABC SYSTEM, WHICH CAUSED THE BLOCKAGE. THERE IS A HOSE THAT CONNECTS TO THE SYSTEM AND THE FLUID ONLY ENTERS ONE WAY AND EXITS THE SAME WAY; THEREFORE, THE BLOCKAGE IS DUE TO THE FAILURE OF THE HOSE THAT IS ATTACHED. CURRENTLY, A WEEK LATER, THE FAILURE HAS RECCURRED WITH THE REAR ABC VALVE. THE REPAIR ALSO COST \$2,200. THE DEALER ACCUSED THE CONTACT OF BEING THE CAUSE OF THE FAILURE, BUT OFFERED TO REPAIR THE VEHICLE FOR FREE. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 85,000.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY							
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.							

Grayson, GA _____

On November 7, 2008 I spoke with one of your representatives concerning a repair made by my local Mercedes Benz dealership. This letter is intended to detail my concern and clear up misunderstandings in my original phone conversation.

The high pressure distribution hose was replaced August 3, 2007 under campaign # 2007060002 during scheduled service. (Copy attached Invoice # 239594, page 2, and section G). The repair comments show 1 quart hydraulic oil added no mention of flushing system or cleaning filter. The recall states that the defective hose deteriorates from the inside.

On October 22, 2008 the ABC warning light came on and we took the car in for repair (copy attached Invoice _____ we were informed that the repair could be very expensive and that we might possibly have other components of the system fail shortly after the initial repair. We initially declined so that we could do some research and make an informed decision. Note that it states on Invoice _____ filter and flush.

On October 28, 2008 we took the vehicle in for the repair. The estimate given was \$3,500.00, when the vehicle was ready we were told that a gritty substance almost like coffee was found in the lines and once they flushed the system and cleaned the filter everything checked out fine and we didn't need some of the components previously discussed (copy attached Invoice # _____). We picked up the vehicle and drove to Florida.

On October 30, 2008 we were returning from the Florida trip when we encountered stalled traffic outside of the Atlanta Metro area we moved less than 1/10 mile in one hour and 20 minutes, during this time on several occasions while the car was in park and running the driver side of the vehicle lowered noticeably, once I put it in drive it lifted up and everything seemed fine we made it home without incident. We don't typically drive this vehicle on weekends.

On November 1, 2008 when I was getting in our other vehicle in the garage I noticed the driver side down on the wheels, we started the vehicle and it would not lift.

On November 2, 2008 we called the dealership and informed our service advisor of the problem and a wrecker was dispatched to retrieve the vehicle. Once the vehicle was moved from its parking space a large pool of fluid was discovered on the floor.

On November 3, 2008 we received a call from our service advisor informing use the rear valve block had now failed requiring an additional \$2,200.00

From that point I will state what occurred and what my rational and safety concern.

- I brought up the previously mentioned coffee like substance asking him was this not a sealed system (answer yes)
- The car has been dealer serviced exclusively, is there a Mercedes recommended service interval to change the fluid. (answer no)
- Is there any component in the system of hydraulic lines other than the High Pressure Distribution Hose replaced under recall that could break down and contaminate the fluid (ugh)

Then in my opinion, it is reasonable to speculate that the failure by Mercedes to flush the system when replacing the defective hose certainly contributed to the failure of other components by allowing grit to flow throughout the hydraulic system. (Reply well you would have to talk to Mercedes about that)

I made 2 calls to MBUSA Customer service and after assuring them that I was not going away unless they could put a technical person on the line instead of a friendly greeter to explain how the position I was taking was not possible, I eventually received back to back calls from the dealership and MBUSA's escalation department informing me that typically in a policy consideration they would meet the customer half way, but since I had footed the first bill they would handle this repair in full.

My concern based on information found on the internet from angry customers and what I experienced personally, this problem continues to present a danger to consumers, I have no way of knowing that this vehicle will not fail while moving. It seems very reasonable to determine if these failures are in fact a result of not flushing the system when replacing the defective hose.

I hope this helps to shed light on my concern for the safety aspect as well as the cost being funneled to consumers by Mercedes short cutting the procedure.

Thanks



Customer Number: _____

Invoice No: _____



Mercedes-Benz

INVOICE

ATLANTA CLASSIC CARS, Inc.

PAGE 1

1705 BOGGS ROAD
DULUTH, GEORGIA 30096
PHONE: (770) 279-3600

www.atlantaclassiccars.com

GRAYSON, GA

Home _____

Bus: _____

Cell _____

Email: ,,GOOD

SERVICE ADVISOR: 1091 DONALD RATAJSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	MERCEDES-BENZ CL500C	WDBPJ75JX2		67080 67088		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JUL02		11JUL2006	17:00 03AUG07		0.00	CASH	06AUG07
R.O. OPENED	READY	OPTIONS: DLR:74323 ENG:11396030391050 TRN:72263303631477 1)2153751A028549 2)R/C 3)SILVER					
08:51 03AUG07	16:31 06AUG07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TRUNK WILL NOT OPEN WITH KEY, SWITCH OR BUTTON ON TRUNK

541010 ELECTRICAL SYSTEM, TEST / DETERMINE

CONDITION

3000	C2	2.50				297.50	297.50
1	220-750-06-84	FASTENER			438.78	438.78	438.78
6	000-990-57-92	RIVET			2.10	2.10	12.60

888273 TRUNK LID CATCH (UPPER & LOWER PART), R &

R/REPL. REQ. PARTS

3000	C2	2.00				238.00	238.00
------	----	------	--	--	--	--------	--------

.....67085 FUNCTION TEST TRUNK FOUND INOP, FOUND NEC TO CHECK CODES, FOUND
CODE B1446-002, COMPONENT Y65/3 (CL REMOTE TRUNK LID RELEASE VALVE) SHORT
CIRCUIT TO GROUND OR OPEN CIRCUIT, FOUND NEC TO TEST WIRING, GOOD FOUND
NEC TO REMOVE TRUNK PANEL FOR FURTHER TEST, FOUND TRUNK LATCH NOT
RELEASING WHEN ACTIVATING SWITCH, ELECTRIC CONNECTOR WIRE AT LATCH
COMING APART, FOUND NEC TO REPLACE LATCH FUNCTION TEST AFTER REPAIR TEST
GOOD AT THIS TIME..COMPLETED...RED TEAM..

B TAG LIGHTS OUT LEFT AND RIGHT

821211 BULBS - BOTH LICENSE PLATE LAMPS, REPLACE

3009	CSP	0.20				23.80	23.80
2	072601-012130	BULB			4.68	1.90	3.80

.....67080 FOUND LEFT AND RIGHT TAG LIGHT INOP, NEC TO REPLACE TAG LIGHT

.....BULBS..COMPLETED..RED TEAM..

C 015-PERFORM FLEXIBLE "A" SERVICE (ROTATE TIRES IF POSSIBLE)

MP11 015-PERFORM FLEXIBLE "A" SERVICE (ROTATE

TIRES IF POSSIBLE)

3009	CSP	1.50				137.00	137.00
1	000-180-26-09	OIL FILTER F			20.50	20.50	20.50
1	007603-014106	RING, GENERAL			0.70	0.70	0.70
1	07	WASHER FLUID			1.30	1.30	1.30
1	001-986-80-71-14	WINDSHIELD W			2.50	2.50	2.50
1	140-991-00-55	LOCK PIN			2.10	0.70	0.70

.....67080 COMPLETED..SERVICE A..ADD 8.40TS SYN. OIL AND RESET SERVICE

**WE APPRECIATE YOUR BUSINESS
AND LOOK FORWARD TO SEEING
YOU IN THE FUTURE.**

**HOURS MONDAY - FRIDAY
7:30 AM TO 6:00 PM
SAT. 8:00 AM TO 4:00 PM**

**MERCEDES-BENZ
ROAD SIDE ASSISTANCE
1-800-222-0100**

EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any efficiency, or comfort.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Page 1 of 3

Customer Number: _____

Invoice No: _____



Mercedes-Benz

INVOICE

ATLANTA CLASSIC CARS, Inc.

PAGE 2

1705 BOGGS ROAD
DULUTH, GEORGIA 30096
PHONE: (770) 279-3600
www.atlantaclassiccars.com

GRAYSON, GA

Home: _____ Bus: _____ Cell: _____

SERVICE ADVISOR: 1091 DONALD RATAJSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	MERCEDES-BENZ CL500C	WDBPJ75JX2A		67080 67088		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12JUL02		11JUL2006	17:00 03AUG07		0.00	CASH	06AUG07
R.O. OPENED	READY	OPTIONS: DLR:74323 ENG:11396030391050 TRN:72263303631477 112153751A028549 2)R/C 3)SILVER					
08:51 03AUG07	16:31 06AUG07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

INDICATOR.. BATTERY TEST # c631-t1a68..RED TEAM..

D REPLACE FUEL AND AIR FILTER

P9C 006-REPLACE FUEL FILTER (215-220)
CLASS/99-2000 ALL 203
3009 CSP 0.50

1 112-094-06-04 FILTERELEMEN	58.00	58.00	58.00
1 002-477-30-01 FUEL FILTER	118.00	118.00	118.00
1 8-16 HOSE CLAMP	2.25	2.02	2.02
3 8-12 CLAMP	1.85	1.66	4.98

67080 FOUND NEC.TO REPLACE AIR AND FUEL FILTER. COMPLETED..RED TEAM..

E CHECK ON BRAKE FLUID AND COOLANT TO SEE IF THEY NEED CHANGED

NR NO REPAIR PERFORMED AT THIS TIME
3000 C2 0.00

0.00 0.00

67088 FOUND COOLANT AND BRAKE FLUID NEED CHANGING, CUST. DECLINE..

F 010-INTAKE SERVICE, LABOR-\$105.00, PARTS-\$35.28

IS 010-INTAKE SERVICE, LABOR-\$105.00,
PARTS-\$35.28
3009 C2 1.00

105.00 105.00
35.28 35.28 35.28

67084 COMPLETE

G** RECALL# 2007060002-ABC HIGH PRESSURE HOSE, REPLACE

CAUSE: RECALL #2007060002 ABC HIGH PRESSURE HOSE.
025719 CAMPAIGN#2007060002 (HI PRES.DIST HOSE,
REPL.)

3009 WP4 1.50
1 220-320-04-54-05 LINE
1 Q-1-32-0001 HYDRAULIC OI

(N/C)
(N/C)
(N/C)

67084 RECALL #2007060002 ABC HIGH PRESSURE HOSE. PERFORMED CAMPAIGN
#2007060002 ABC HIGH PRESSURE HOSE REPLACED. RED TEAM.

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AND LOOK FORWARD TO SEEING
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SAT. 8:00 AM TO 4:00 PM**

MERCEDES-BENZ
ROAD SIDE ASSISTANCE
1-800-222-0100

EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	
X		

Customer Number: _____

Invoice No: _____



Mercedes-Benz

INVOICE

ATLANTA CLASSIC CARS, Inc.

1705 BOGGS ROAD
DULUTH, GEORGIA 30096
PHONE: (770) 279-3600
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PAGE 3

GRAYSON, GA

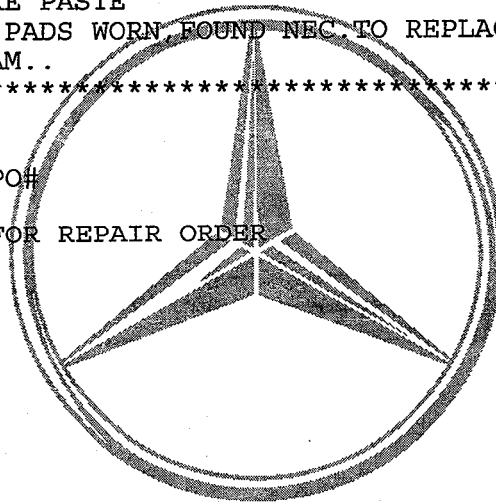
Home _____ Bus: _____ Cell _____
Email _____ D

SERVICE ADVISOR: 1091 DONALD RATAJSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	02	MERCEDES-BENZ CL500C	WDBPJ75JX2A		67080 67088		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12JUL02		11JUL2006	17:00 03AUG07		0.00	CASH	06AUG07
R.O. OPENED	READY	OPTIONS: DLR:74323 ENG:11396030391050 TRN:72263303631477 1J2153751A028549 2J/R/C 3J/SILVER					
08:51 03AUG07	16:31 06AUG07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
H**	010						
010-FRONT BRAKE PADS (215 MODEL UP TO ID#024509)							
B53C 010-FRONT BRAKE PADS (215 MODEL UP TO ID#024509)							
				3009 CSP 1.00		103.00	103.00
				2 211-540-17-17 SENDER UNIT	5.50	5.50	11.00
				1 004-420-90-20 BRAKE PAD	92.00	92.00	92.00
				1 12 BRAKE STOP SQUEAL	9.50	8.55	8.55
				2 001-989-94-51 BRAKE PASTE	4.05	1.50	3.00
,,,,,67084 FOUND FRONT BRAKE PADS WORN FOUND NEC TO REPLACE FRONT PADS..COMPLETED..RED TEAM..							

				LUBE 8 QTS SYN/OIL PO#		50.40	50.40
				CPL			
				MISC BRAKE CLEANER SOLVENT PO#		4.70	4.70
				CPL			
				CUSTOMER PAY ENVIRONMENTAL FOR REPAIR ORDER			18.07



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**HOURS MONDAY - FRIDAY
7:30 AM TO 6:00 PM
SAT. 8:00 AM TO 4:00 PM**

**MERCEDES-BENZ
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1-800-222-0100**

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 958.25
PARTS AMOUNT	\$ 813.71
GAS, OIL, LUBE	\$ 50.40
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 22.77
TOTAL CHARGES	\$ 1845.13
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 53.21
PLEASE PAY THIS AMOUNT	\$ 1898.34

Invoice #:

Tag #:

Customer #:

Service Advisor: 1091 DONALD RATAJSKI



Mercedes-Benz

ATLANTA CLASSIC CARS, Inc.
1705 BOGGS ROAD, DULUTH, GEORGIA 30098
PHONE: (770) 279-3600
www.atlantaclassiccars.com

GRAYSON, GA
HOME:
BUS:
CELL:
EMAIL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT, DEL DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY. Includes options: DLR:74323, ENG:11396030391050, TRN:72263303631477, 1J2153751A028549.2IR/C 3ISILVER

Main repair order table with columns: LIST, NET, TOTAL. Includes description: ABC LIGHT INTERMITTANTLY COMING ON - LEVEL OF THE CAR HAS NOT CHANGED. Labor: 122.00, Parts: 0.00, Other: 0.00. Total Line A: \$ 122.00. Includes Mercedes-Benz logo watermark.

WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU IN THE FUTURE.

MERCEDES-BENZ ROAD SIDE ASSISTANCE 1-800-222-0100

EXCLUSION OF WARRANTIES
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CUSTOMER SIGNATURE: X

Summary table with columns: DESCRIPTION, AMOUNT, TOTALS. Rows include: LABOR AMOUNT (122.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (3.00), TOTAL CHARGES (125.00), LESS INSURANCE (0.00), SALES TAX (0.18), PLEASE PAY THIS AMOUNT (125.18).

Customer Copy



Mercedes-Benz

ATLANTA CLASSIC CARS, Inc.
1705 BOGGS ROAD, DULUTH, GEORGIA 30096
PHONE: (770) 279-3600
www.atlantaclassiccars.com

Invoice #

Tag #

Customer #

Service Advisor: 1091 DONALD RATAJSKI

GRAYSON, GA.

HOME

BUS:

CELL

EMAIL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO. NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, OPTIONS.

Table with columns: Description, Labor, Parts, Other, LIST, NET, TOTAL. Includes items like ABC LIGHT ON, TEST PROGRAM- ACTIVE BODY CONTROL, etc.

84808 VEHICLE LEVEL LOW AND NO ABC PRESSURE NEC TO VERIFY, NEC TO RUN SHORT TEST, FOUND CODES FOR LOW VEHICLE LEVEL ON FRONT END AND INSUFFICIENT PUMP PRESSURE. NEC TO CHECK FRONT VALVE BLOCK, FLUID LEVEL. NEC TO CHECK FOR AIR, AND BLEED. UNABLE TO BLEED DUE TO NO PRESSURE UPON INSPECTION FOUND PRESSURE REGULATOR TO BE FILLED WITH DEBRIS. NEC TO REPLACE PRESSURE REGULATOR AND REPLACE ABC FILTER. NEC TO BLEED SYSTEM. NEC TO PERFORM RODEO AND LOAD CALIBRATION. NEC TO CLEAR CODES AND TEST DRIVE. NORMAL OPERATION NOTED AT THIS TIME COMPLETE

CUSTOMER PAY ENVIRONMENTAL FOR REPAIR ORDER

WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU IN THE FUTURE.

MERCEDES-BENZ ROAD SIDE ASSISTANCE 1-800-222-0100

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CUSTOMER SIGNATURE:

X

Summary table with columns: Description, Amount. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

Customer Copy

Invoice #: 280773

Tag #: R410

Customer #: 351126



Mercedes-Benz

ATLANTA CLASSIC CARS, Inc.
1705 BOGGS ROAD, DULUTH, GEORGIA 30098
PHONE: (770) 279-3600
www.atlantaclassiccars.com

GRAYSON, GA

HOME: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

EMAIL: [REDACTED] IOME

Service

Advisor: 1091 DONALD RATAJSKI

Table with columns: YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, MILEAGE OUT, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE, R.O. OPENED, READY. Includes values like 02, MERCEDES-BENZ CL500C, WDBPJ75JX2, 85627, 85633, 12JUL02, 11JUL2006, 17:00 03NOV08, CASH, 08NOV08, 10:06 03NOV08, 12:10 08NOV08.

OPTIONS: DLR:7423 ENG:11396030391050 TRN:72263303631477 112153751A028549 21R/C 31SILVER

LIST NET TOTAL

A TOW IN LEFT FRONT AND LEFT REAR OF THE VEHICLE ARE LOW CAUSE:

Table listing labor and parts for towing and valve replacement. Includes items like '541011 SHORT TEST, PERFORM', '876 WPC hrs.', '220-320-12-58 VALVE', 'Q-1-32-0001 HYDRAULIC O', '327545 VALVE BODY - FRT. AXLE FOR ACT. BODY CONT. (ABC), REPL (AFTER TEST)', '327501 HYDRAULIC FLUID OF ACTIVE BODY CONTROL (ABC) SYSTEM (AFTER CHECK), FILTER', 'GOODWILL MB GOODWILL 100%, \$1292.31', 'SUBL TOWING', 'LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00'. Includes a large Mercedes-Benz logo watermark.

*****85633 PERFORM SHORT TEST READ ERASED CODES C1525-001 CRITICAL
VEHICLE LEFT FRONT CONTAMINATED FLUID HAS INVADDED THE VALVE BLOCK AND
PREVENTING VLAVES FROM FULLY SHUTTING OFF FLUID THERFORE ALLOWING
LEAKAGE WHILE CAR SITS REPLACED VALVE BLOCK AND RUN RODEO TEST ROAD
TESTED OK DSA ALL

WE APPRECIATE YOUR BUSINESS AND LOOK FORWARD TO SEEING YOU IN THE FUTURE.

MERCEDES-BENZ ROAD SIDE ASSISTANCE 1-800-222-0100

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER SIGNATURE:

X

Summary table with columns: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT. Values are mostly 0.00, with TOTAL CHARGES at 0.00.

Customer Copy