

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received OCT 24 2012 20-JUL-2012		Repository ☐ Reference No. 10466780			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name						Evening Telephone Number			
Address									
City CONCORD		State NC		Zip Code					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDBPJ78J71A				Make MERCEDES BENZ		Model CL-600		Model Year 2001	
Date Purchased 6/11/12		Dealer's Name and Telephone Number Metroline Autogroup 704 705 2570				Engine: 12 No. Cylinders		Fuel Type:	
Original Owner ☐		Dealer's City Concord		State NC		Zip Code 28027			
Transmission Type		☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure: hydraulic airbag turn signals L/R coil remote etc		Incident Date(s) 12-JUN-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 140000 AIR BAGS, 110000 ELECTRICAL SYSTEM, VISIBILITY/WIPER (PWS), 162000 STRUCTURE: BODY hydrolic hose, remote						Failure Mileage 65700		Failure Speed 25	
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)		☐ Original Equipment ☐ 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 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)									
Crash ☐ Yes ☒ No		Fire/Explosion ☒ Yes ☐ No		Number of Persons Injured 0		Number of Deaths 0		Reported to Police N YES	
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 2001 MERCEDES BENZ CL600. THE CONTACT STATED THAT AT ENGINE STARTUP, THE SRS WARNING LIGHT ILLUMINATED. THE CONTACT ALSO STATED THAT WHILE TRAVELING 25-30 MPH, THE ABC WARNING LIGHT AND BOTH TURNING SIGNALS ILLUMINATED. IN ADDITION, THE DRIVER SIDE WINDOW FAILED TO WORK PROPERLY. THE CONTACT ALSO STATED THAT BLACK SMOKE EMITTED FROM THE EXHAUST FOLLOWED BY A LOUD EXPLOSION. THE DRIVER'S SIDE DOOR FAILED TO OPEN WITH THE ELECTRONIC KEY-LESS REMOTE AND THE PASSENGER SIDE DOOR PANEL DETACHED WHEN THE DOOR WAS CLOSED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE DEALER CONFIRMED THAT THE DRIVER'S SIDE AIR BAGS NEEDED TO BE REPLACED ALONG WITH THE MODULE FOR THE DRIVER'S SIDE DOOR. THE MANUFACTURER WAS CONTACTED AND PROVIDED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 65,700.									
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 to 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.									



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

*Can someone
look at this car*

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Complaint Details

Please provide a detailed narrative of the complaint

On June 11, 2012 I purchased this cl600 from Metrolina AutoGroup from owners Ryan Moreno and Ryan Wildrick. They knowingly sold be a car that was not fit for transportation as evidenced by Hendrick Mercedes. Since June 11, 2012, I have had this car for a total of one day and a half....I still do not have the car.

After signing contract I took car and as I was driving out of parking lot the SRS light came on, I turned back around and confronted the owners and they told me it was not the airbag and told me they already reset it and I had nothing to worry about. I told them I needed to take the car to Hendrick and have inspected. They told me they have a shop and they already inspected the car and nothing was wrong. I then drove the car home and decided to take the car to Hendrick in the morning because something just didn't sit right with me about this. After going to Hendrick, I learned that this car had just been in the shop and I was given 5 page report on issues with the car and the dealership knew about. I called Metrolina and spoke to both owners telling them I wanted to reverse the deal and explained the disclosures that they failed to disclose, At times Mr. Wildrick was yelling at me telling me I already bought the car. Then a heated argument ensued between Mark Owen from Hendrick and Mr. Wildrick and Mr. Moreno each accusing the other of ruining their reputation. I then spoke to Mr. Moreno again, He begged me to give them a chance to fix the problems so I drove the car back to Metrolina and more warning lights were coming on etc....ex. both turn signals, ABC, SRS, Engine etc. when I got of car and son shut passenger door, the panel popped out. They had the car for 31 days and only fixed the airbag after telling me they fixed everything. I learned of this by calling the repair shop that they sent the car to. I was told by Paul the owner of EU auto that he was instructed to only fix the airbag and the airbag was replaced. I get the car back and the next morning I drive to Amtrak and warning lights come on and I hear something blow on the car. I called the Kannapolis police department and Kannapolis fire department as there was a liquid all over the ground and a piece of plastic blew from underneath the car. I couldn't change my Amtrak fare so proceeded to go Maryland to get my son. While on the train, I called Ryan Moreno and told his what happened, to come and get the car. He came and had the car towed. He kept telling me the car was at EU, while at my sisters in Maryland. A week goes by and I call EU and Paul tells me the car is not there. Then he calls Metrolina and asks if he is supposed to have this car. The next day the car is dropped off with no instructions. I sent Moreno numerous emails and when he decided to finally respond, he said it is my responsibility. I never told anyone to send the car to EU and I never told anyone to fix the car at my expense. On July 30, 2012 I call my insurance company up to tow the car to Hendrick and EU can't release until paid. Metrolina refused to pay so I paid. The car is now at Hendrick but I feel like Mark is giving me the run around. For two weeks I have been asking them to give estimate to make this car fully functional. This ordeal has cost me alot of money. It has caused stress in my relationships with my family and friends. and my son did not want to even come home because of this. I also needed to mention that there is an odometer discrepancy. When I took the car to them to fix Mr. Wildrick grabbed the contract from me and said the computer didn't print right. He also told me that it was the same documents that I had to resign. When i went home I looked at the documents and a couple that he didn't take. There are two forms for odometer, one saying the miliage is exempt but no discrepancies, and the other with miliage and miliage discrepancies. It should also be noted that because I do not have a car I can not go to the Va to get something for the extreme anxiety that I have been and am experiencing as I suffer from PTSD.

*** Please continue on additional pages if Necessary

*** Remember to attach all pertinent documentation ***

06/13/2012
11:31:06

HISTORY LISTING

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PAGE 4

CORRECTION : CLIENT DECLINED REPAIRS

JOB NUMBER : 4 OPERATION 82MZWAV OP. DESC. FREE WASH AND VAC
SALE TYPE : C TECHNICIAN NO(S). 187
COMPLAINT : CLIENT REQUESTS FREE WASH AND VAC \$19.95 HENDRICK GOODWILL
CAUSE : WASH AND VAC WITH SERVICE
CORRECTION : PERFORM WASH AND VAC WITH SERVCIE VISIT

JOB NUMBER : 5 OPERATION 21MZZ OP. DESC. *AUTO-TRANS
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : PER PHONE, CLIENT APPROVED TRANS MOUNT TO BE REPLACED
CAUSE : FOUND TRANS MOUNT SAGGING
CORRECTION : REPLACED TRANS MOUNT

COMMENTS : WAIT//SR

R.O NO. : 211886H R.O DATE : 06/27/2011 R.O TYPE : S
MILEAGE : 59815 ADVISOR NO. : 485

JOB NUMBER : 1 OPERATION 15MZZINSP OP. DESC. INSP CHECK ENG LIGHT
SALE TYPE : C TECHNICIAN NO(S). 29
COMPLAINT : CLIENT STS CHECK ENGINE LIGHT ON AT TIMES. SOMETIMES RUNS
FINES, OTHER TIMES-HESITATES, SPITS, SPUTTERS, LIKE MISFIRE.
CANE TURN CAR OFF AND RESTART 10 SECONDS ALTER, RUNS FINE.
SEEMS TO OCCUR MORE OFTEN WHEN ENGINE IS WARM.E
CAUSE : AIR MASS SENSOR, CHECK W/SDS, FAULT AIR MASS OUT OF RANGE AT
IDLE, CHECK AIR MASS VOLTAGE KEY ON ENGINE OFF 1.207 OUT OF
RANGE, CHECK AIR MASS VOLTAGE 12.37 GOOD
CORRECTION : REPLACED AIR MASS SENSOR, RE-ADAPT AIR MASS SENSOR, VERIFY
REPAIR, ROAD TEST

JOB NUMBER : 2 OPERATION 31MZZ OP. DESC. BODY/ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 29
COMPLAINT : CLIENT STS SERVICE ABS WARNING IS ON. HAD A SMALL HYDRALIC
LEAK REPAIRED AT MICH'S BUT LIGHT STILL ON
CAUSE : STORED FAULTS
CORRECTION : CLEARED FAULTS, DID NOT RETURN

JOB NUMBER : 3 OPERATION 82MZWAV OP. DESC. FREE WASH AND VAC
SALE TYPE : C TECHNICIAN NO(S). 510
COMPLAINT : CLIENT REQUESTS FREE WASH AND VAC \$19.95 HENDRICK GOODWILL
CAUSE : WASH AND VAC WITH SERVICE
CORRECTION : PERFORM WASH AND VAC WITH SERVCIE VISIT

COMMENTS : DROPOFF....KW 6/27

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HISTORY LISTING

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PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : WDBPJ78J71A [REDACTED]

R.O NO. : 482491 R.O DATE : 05/22/2012 R.O TYPE : S
MILEAGE : 65632 ADVISOR NO. : 559

JOB NUMBER : 1 OPERATION 54MBZ OP. DESC. *ENGINE/ELEC CONCERN
SALE TYPE : C TECHNICIAN NO(S). 74
COMPLAINT : CUSTOMER STATES CAR IS MISFIRING AND INDEPENDENT SHOP SENT
HIM HERE FOR DIAGNOSIS
CORRECTION : SDS TEST HAD MISFIRE CODES ON L/S BANK NEEDS L/S COIL PACK
AN ME SOME ONE HAS TAKING CAR APART
DIAG- ONLY

R.O NO. : 215427H R.O DATE : 10/24/2011 R.O TYPE : S
MILEAGE : 63325 ADVISOR NO. : 481

JOB NUMBER : 1 OPERATION 12MZZLEAK2 OP. DESC. OIL LEAKS
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STATES THAT COOLANT SEEMS TO BE LEAKING. HAS TO FILL
OFTEN, PLEASE REPAIR
CAUSE : PRESSURE TESTED COOLANT SYSTEM AND FOUND WATER PUMP LEAKING
CORRECTION : REPLACED WATER PUMP AND HOSE CLAMPS, TEST DROVE, NO LEAKS

JOB NUMBER : 2 OPERATION 12MZZINSP OP. DESC. *INSP ENGINE ASSY.
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STATES REPLACE RIGHT ENGINE COIL PACK, AND ALL SPARK
PLUGS.
CAUSE : LAST VISIT REPLACED 4,5,6 O2 SENSOR FOR CHECK ENGINE LIGHT
NO LIGHT ON AT THIS TIME, ADVISED LAST VISIT BOTH COIL PACKS
ARE NEEDED, RIGHT IS BAD AND LEFT IS STARTING TO MISFIRE ON
#10
CORRECTION : REPLACED RIGHT COIL PACK AND ALL SPARK PLUGS, LEFT COIL WILL
BE NEEDED, CAN STILL FEEL A SLIGHT ROUGH IDLE, NOTE:
PARKTRONIC SOUNDED GOING DOWN THE HIGHWAY

JOB NUMBER : 3 OPERATION 82MZWAV OP. DESC. FREE WASH AND VAC
SALE TYPE : I TECHNICIAN NO(S). 187
COMPLAINT : CLIENT REQUESTS FREE WASH AND VAC \$19.95 HENDRICK GOODWILL
CAUSE : WASH AND VAC WITH SERVICE
CORRECTION : PERFORM WASH AND VAC WITH SERVICE VISIT

R.O NO. : 215286H R.O DATE : 10/19/2011 R.O TYPE : S
MILEAGE : 63181 ADVISOR NO. : 481

JOB NUMBER : 1 OPERATION 12MZZ OP. DESC. *ENG MECH
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STATES THE CHECK ENGINE LIGHT IS ON, ADVISED LAST
VISIT NEEDS OXYGEN SENSOR, (SOP) ORDERED.

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HISTORY LISTING

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CAUSE : SOP PART
CORRECTION : REPLACED FAULTY O2 SENSOR, O2 SENSOR IS READING PROPERLY BUT MISFIRES ARE STILL CURRENT AT CYLINDERS 4,5,6, NEEDS RIGHT COIL PACK, BAD COIL CAUSED O2 SENSOR TO FAIL, NO ADDITIONAL DIAG CHARGE

JOB NUMBER : 2 OPERATION 57MZZ OP. DESC. *BODY EXT.
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STATES THERE WERE NEW MIRRORS INSTALLED ON LAST VISIT AND NOW THE DIRECTION INDICATOR FOR DRIVER SIDE IS INOP.

CAUSE : VERIFIED
CORRECTION : REINSTALLED LEFT MIRROR HOUSING, FUNCTION TESTED

JOB NUMBER : 3 OPERATION 93MZZ OP. DESC. WAITER
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CUSTOMER WAITING
CAUSE : REQUESTED
CORRECTION : CUSTOMER WAITING PER REQUEST

COMMENTS : WAITING... JL

R.O NO. : 215122H R.O DATE : 10/13/2011 R.O TYPE : S
MILEAGE : 63130 ADVISOR NO. : 481

JOB NUMBER : 1 OPERATION 57MZZ OP. DESC. *BODY EXT.
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT REQUEST TO HAVE NEW MIRRORS INSTALLED, (SOP) HERE.
CORRECTION : INSTALLED BOTH OUSIDE REAR VIEW MIRRORS. B/C SEATS WERE TORN DOOR PANELS WERE TORN.

JOB NUMBER : 2 OPERATION 01MZZ OP. DESC. MAINTENANCE
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STATES HE HAS JUST PERFORMED HIS OIL AND FILTER SERVICE AND WANTED TO KNOW IF WE COULD RESET HIS REMINDER.
CORRECTION : RESET INDICATOR

JOB NUMBER : 3 OPERATION 12MZZ OP. DESC. *ENG MECH
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STATES THAT THE FUEL CAP WAS LEFT LOOSE PLEASE CHECK AND ADVISE IF THE CHECK ENGINE LIGHT WAS DUE TO THE LOOSE FUEL CAP.
CAUSE : FOUND MISFIRES FOR 4,5,6, O2 SENSOR NOT READING CORRECTLY
CORRECTION : NEEDS 4,5,6 O2 SENSOR UPSTREAM.

JOB NUMBER : 4 OPERATION 05MZZMINSP OP. DESC. COURTESY MNT INSP
SALE TYPE : I TECHNICIAN NO(S). 513
COMPLAINT : PERFORM COURTESY MAINTENANCE INSPECTION

06/13/2012
11:31:06

HISTORY LISTING

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PAGE 3

CLIENT STATES CHECK COOLANT LEVEL
CAUSE : PER CUST REQUEST
CORRECTION : TOPPED OFF COOLANT. CLIENT DECLINED DIAG.

COMMENTS : WAITING... JL 10/12 CALLED AND CHANGED FROM DROPOFF

R.O NO. : 212907H R.O DATE : 07/28/2011 R.O TYPE : S
MILEAGE : 60469 ADVISOR NO. : 485

JOB NUMBER : 1 OPERATION 14MZZ OP. DESC. *DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STS WHINING NOISE FROM REAR WHEN DRIVING. TONY RODE
WITH CLIENT AND VERIFIED
CAUSE : VERIFIED COMPLAINT, FOUND DTB L:32.50-P-048280
CORRECTION : REPLACED PULSATRON DAMPER AT RF OF VEHICLE, BLEED, FILLED
FLUID ABC, REPLACED REAR VALVE BLOCK MOUNTS FOR ABC, TEST
DROVE, NO NOISE AT THIS TIME

JOB NUMBER : 2 OPERATION 82MZWAV OP. DESC. FREE WASH AND VAC
SALE TYPE : C TECHNICIAN NO(S). 510
COMPLAINT : CLIENT REQUESTS FREE WASH AND VAC \$19.95 HENDRICK GOODWILL
CAUSE : WASH AND VAC WITH SERVICE
CORRECTION : PERFORM WASH AND VAC WITH SERVCIE VISIT

R.O NO. : 212419H R.O DATE : 07/13/2011 R.O TYPE : S
MILEAGE : 60425 ADVISOR NO. : 485

JOB NUMBER : 1 OPERATION 71MZZ OP. DESC. *INTERIOR/TRIM
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT REQUESTS PRICE/AVAILABILITY FOR GLOVE BOX REPAIR
CAUSE : FOUND GLOVE BOX LID STRIKER BROKEN
CORRECTION : REPLACED GLOVE BOX LID

JOB NUMBER : 2 OPERATION 31MZZ OP. DESC. BODY/ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STS ABC LIGHT IS ON. LEFT REAR IS DROPPED DOWN
CAUSE : FOUND LEAK AT REAR VALVE BODY AND VALVE BODY TO REAR
PRESSURE RESERVOIR LINE
CORRECTION : REPLACED REAR VALVE BODY AND LINE FROM VALVE BODY TO
PRESSURE RESERVOIR, PERFORMED VEHICLE LEVEL CALIBRATION
ON ALIGNMENT RACK, LET SIT OVERNIGHT

JOB NUMBER : 3 OPERATION 71MZZ2 OP. DESC. INTERIOR/TRIM
SALE TYPE : C TECHNICIAN NO(S). 513
COMPLAINT : CLIENT STS TRIM PIECE AT CENTER CONSOLE, TABS ARE BEROKEN.
PLEASE PROVIDE PRICE/AVAILABILITY FOR REPAIR
CAUSE : ROCKER SWITCH ON CENTER CONSOLE BROKEN

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31:06

HISTORY LISTING

3010
PAGE 4

RECTION : CLIENT DECLINED REPAIRS

1 NUMBER : 4 OPERATION 82MZWA
LE TYPE : C TECHNICIAN NO(S). 187
MPLAINT : CLIENT REQUESTS FREE WASH AND VAC \$19.95 HENDRICK GOODWILL
USE : WASH AND VAC WITH SERVICE
RECTION : PERFORM WASH AND VAC WITH SERVICE VISIT

OP. DESC. FREE WASH AND VAC

3 NUMBER : 5 OPERATION 21MZZ
LE TYPE : C TECHNICIAN NO(S). 513
MPLAINT : PER PHONE, CLIENT APPROVED TRANS MOUNT TO BE REPLACED
USE : FOUND TRANS MOUNT SAGGING
RECTION : REPLACED TRANS MOUNT

OP. DESC. *AUTO-TRANS

MENTS : WAIT//SR

O NO. : 211886H

R.O DATE : 06/27/2011
MILEAGE : 59815

R.O TYPE : S
ADVISOR NO. : 485

OB NUMBER : 1 OPERATION 15MZZINSP
LE TYPE : C TECHNICIAN NO(S). 29
MPLAINT : CLIENT STS CHECK ENGINE LIGHT ON AT TIMES. SOMETIMES RUNS
FINES, OTHER TIMES-HESITATES, SPITS, SPITTERS, LIKE MISFIRE.
CANE TURN CAR OFF AND RESTART 10 SECONDS ALTER, RUNS FINE.
SEEMS TO OCCUR MORE OFTEN WHEN ENGINE IS WARM.E
AUSE : AIR MASS SENSOR, CHECK W/SDS, FAULT AIR MASS OUT OF RANGE AT
IDLE, CHECK AIR MASS VOLTAGE KEY ON ENGINE OFF 1.207 OUT OF
RANGE, CHECK AIR MASS VOLTAGE 12.37 GOOD
ORRECTION : REPLACED AIR MASS SENSOR, RE-ADAPT AIR MASS SENSOR, VERIFY
REPAIR, ROAD TEST

OP. DESC. INSP CHECK ENG LIGHT

OB NUMBER : 2 OPERATION 31MZZ
ALE TYPE : C TECHNICIAN NO(S). 29
OMPLAINT : CLIENT STS SERVICE ABS WARNING IS ON. HAD A SMALL HYDRALIC
LEAK REPAIRED AT MICH'S BUT LIGHT STILL ON
AUSE : STORED FAULTS
ORRECTION : CLEARED FAULTS, DID NOT RETURN

OP. DESC. BODY/ELECTRICAL

OB NUMBER : 3 OPERATION 82MZWA
ALE TYPE : C TECHNICIAN NO(S). 510
OMPLAINT : CLIENT REQUESTS FREE WASH AND VAC \$19.95 HENDRICK GOODWILL
AUSE : WASH AND VAC WITH SERVICE
ORRECTION : PERFORM WASH AND VAC WITH SERVICE VISIT

OP. DESC. FREE WASH AND VAC

MENTS : DROPOFF....KW 6/27

CDC - CD changer				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0028207989	31.1997	21.1998	0/0	12
Code	Text			Status
N1118	Faulty Initializing by D2B master			STORED
N1242	CD store fault			STORED

SOUND - Sound system				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158200189	29.1999	14.2000	0/5	12

E-call [USA] - Telematic system				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2208208826	19.2000	39.2000	1/2	12

DCM-FL - Door control module front left				- f -
MB number	HW version	SW version	Diagnosis version	Pin
2158207710	43.2001	41.2002	0/11	1
Code	Text			Status
B1114-001	Seat adjustment 4 at component N69/1 (Left door control unit) is faulty. The switch is sticking.			STORED
B1521-005	Exterior mirror adjustment and heating : The mirror heater has Short circuit or open circuit.			STORED
B1193-000	Component S86/2s1 (Power locking microswitch) is closed for longer than 80 s.			STORED
B1600	E6/5 (Left exterior mirror turn signal lamp) : -1			STORED

DCM-FR - Door control module front right				- f -
MB number	HW version	SW version	Diagnosis version	Pin
2158208210	14.2000	36.2000	0/10	1
Code	Text			Status
B1600-001	E6/6 (Right exterior mirror turn signal lamp) : The component has Open circuit.			STORED

RCM - Rear control module				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158202326	45.2002	35.2002	0/00	1

ESA-FL - Electric seat adjustment front left				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158200126	42.1999	49.1999	0/00	1

ESA-FR - Electric seat adjustment front right				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158200226	42.1999	49.1999	0/00	1

OSB-FL - Multicontour backrest front left				- f -
MB number	HW version	SW version	Diagnosis version	Pin
2308000078	14.1999	38.1999	0/00	1
Code	Text			Status
B1555-032	Leak air at cushion of left seat - Bottom inflatable cushion in lumbar region			STORED
B1555-008	Leak air at cushion of left seat - Top inflatable cushion in lumbar region			STORED

OSB-FR - Multicontour backrest front right				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2308000078	14.1999	38.1999	0/00	1

AAC - Automatic air conditioning				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2208300885	09.2000	01.2000	2/05	1

Battery voltage	11.61 V
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Filename: F:\Programme\DAS\bin\..\trees\pkw\main\kt\kt215.s

Cell co-ordinate: 3 , 4

VIN	WDBPJ78J71A	Model.	215.378
		series/model	
		designation	
Order number		License plate	

Fault codes

Control unit: ABZK

Code	Text	Status
B1867	The resistance value in the ignition circuit containing component R12/20 (Left front side airbag ignition squib) is too high.	Current and stored

Name	Current values (first/last)	Unit
Fault frequency	79	

Filename: F:\Programme\DAS\bin\...\trees\pkw\srs\abzk\sgscreen\GFabzk01.s

Cell co-ordinate: 5, 8

PSE - Pneumatic system equipment				- F -
MB number 2158000048	HW version 34.1999	SW version 19.2000	Diagnosis version 0/03	Pin 1
Code	Text			Status
B1440-010	The safety time has been exceeded for the following pneumatic branch: Trunk lid remote release			CURRENT
B1438-012	The safety time has been exceeded for the following pneumatic branch: Multicontour backrest			CURRENT
B1442-012	The safety time of the power closing has been exceeded for the following pneumatic branch: Driver's door			CURRENT
B1442-018	The safety time of the power closing has been exceeded for the following pneumatic branch: Trunk lid			CURRENT
B1436-012	The safety time of the central locking has been exceeded for the following pneumatic branch: Driver's door			CURRENT
B1436-015	The safety time of the central locking has been exceeded for the following pneumatic branch: Passenger door			CURRENT
B1436-016	The safety time of the central locking has been exceeded for the following pneumatic branch: The fault code can be ignored in the case of model series 215.			CURRENT
B1436-017	The safety time of the central locking has been exceeded for the following pneumatic branch: The fault code can be ignored in the case of model series 215.			CURRENT

SAM-FL - Front left signal acquisition and actuation module				- f -
MB number 0285459832	HW version 05.2000	SW version 14.2000	Diagnosis version 0/19	Pin 1
Code	Text			Status
B1633	Component E6/3 (Left side marker lamp) is defective.			STORED

SAM-FR - Front right signal acquisition and actuation module				- ✓ -
MB number 0265455332	HW version 27.1999	SW version 03.1999	Diagnosis version 0/00	Pin 1

REAR SAM - Rear signal acquisition and actuation module				- f -
MB number 0285458132	HW version 34.1999	SW version 30.1999	Diagnosis version 0/01	Pin 1
Code	Text			Status
B1627	Component E18/1 (Trunk lamp) is defective.			STORED

ICM - Instrument cluster with maintenance interval display				- ✓ -
MB number 2205403211	HW version 34.2000	SW version 42.2000	Diagnosis version 5/201	Pin 15

SCM [MRM] - Steering column module				- ✓ -
MB number 0255454432	HW version 02.2000	SW version 07.1999	Diagnosis version 0/00	Pin 1

PTS - Parktronic system				- f -
MB number 0295456132	HW version 37.2000	SW version 40.2000	Diagnosis version 4/00	Pin 1
Code	Text			Status
B1249-000	A42b4 (Right inner sensor, front bumper) : Sensor is faulty.			STORED

COMAND				- ✓ -
MR number	HW version	SW version	Diagnosis version	Pin

VIN	WDBPJ78J71A	Model series/model designation	215.378
Order number		License plate	

Filter status: All control units

ETC - Electronic transmission control				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
0275451432	50.1998	05.2000	1/20	11

ESM - Electronic selector module				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2205450132	23.1999	07.1999	0/09	9

ME-SFI 2.7 - Motor electronics 2.7				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
1371530079	27.2000	37.2000	0/3	7

ESP - Electronic stability program				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0285458632	45.1999	45.1999	2/00	9
Code	Text			Status
C1504-009	System faults Steering angle sensor is not initialized.			STORED

ABC - ABC active body control				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0225450832	15.1999	34.2000	1/01	9
Code	Text			Status
C1525-002	Critical vehicle level front right			STORED

AB - Airbag				- F -
MB number	HW version	SW version	Diagnosis version	Pin
0018202226	23.1999	47.1999	2/01	13
Code	Text			Status
B1867-004	The resistance value in the ignition circuit containing component R12/20 (Left front side airbag ignition squib) is too high.			Current and stored

OCP - Overhead control panel				- F -
MB number	HW version	SW version	Diagnosis version	Pin
2158200701	34.2000	03.2000	0/03	1
Code	Text			Status
B1881	SR is not normalized.			Current and stored

EVS - Electronic ignition switch				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2205450508	43.2000	38.2000	0/31	1

UCP - Upper control panel				- ✓ -
MR number	HW version	SW version	Diagnosis version	Pin

VIN	WDBPJ78J71A	Model	215.378
		series/model designation	
Order number		License plate	

Filter status: All control units

ETC - Electronic transmission control				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
0275451432	50.1998	05.2000	1/20	11

ESM - Electronic selector module				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2205450132	23.1999	07.1999	0/09	9

ME-SFI 2.7 - Motor electronics 2.7				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
1371530079	27.2000	37.2000	0/3	7

ESP - Electronic stability program				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0285458632	45.1999	45.1999	2/00	9
Code	Text			Status
C1504-009	System faults Steering angle sensor is not initialized.			STORED

ABC - ABC active body control				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0225450832	15.1999	34.2000	1/01	9
Code	Text			Status
C1525-002	Critical vehicle level front right			STORED

AB - Airbag				- F -
MB number	HW version	SW version	Diagnosis version	Pin
0018202226	23.1999	47.1999	2/01	13
Code	Text			Status
B1887-004	The resistance value in the ignition circuit containing component R12/20 (Left front side airbag ignition squib) is too high.			Current and storec

OCP - Overhead control panel				- F -
MB number	HW version	SW version	Diagnosis version	Pin
2158200701	34.2000	03.2000	0/03	1
Code	Text			Status
B1881	SR is not normalized.			Current and storec

EVS - Electronic ignition switch				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2205450508	43.2000	38.2000	0/31	1

PSE - Pneumatic system equipment				- F -
MB number	HW version	SW version	Diagnosis version	Pin
2158000048	34.1999	19.2000	0/03	1
Code	Text			Status
B1440-010	The safety time has been exceeded for the following pneumatic branch: Trunk lid remote release			CURRENT
B1438-012	The safety time has been exceeded for the following pneumatic branch: Multicontour backrest			CURRENT
B1442-012	The safety time of the power closing has been exceeded for the following pneumatic branch: Driver's door			CURRENT
B1442-018	The safety time of the power closing has been exceeded for the following pneumatic branch: Trunk lid			CURRENT
B1436-012	The safety time of the central locking has been exceeded for the following pneumatic branch: Driver's door			CURRENT
B1436-015	The safety time of the central locking has been exceeded for the following pneumatic branch: Passenger door			CURRENT
B1436-016	The safety time of the central locking has been exceeded for the following pneumatic branch: The fault code can be ignored in the case of model series 215.			CURRENT
B1436-017	The safety time of the central locking has been exceeded for the following pneumatic branch: The fault code can be ignored in the case of model series 215.			CURRENT

SAM-FL - Front left signal acquisition and actuation module				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0285459832	05.2000	14.2000	0/19	1
Code	Text			Status
B1633	Component E6/3 (Left side marker lamp) is defective.			STORED

SAM-FR - Front right signal acquisition and actuation module				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
0285455332	27.1999	03.1999	0/00	1

REAR SAM - Rear signal acquisition and actuation module				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0285458132	34.1999	30.1999	0/01	1
Code	Text			Status
B1627	Component E18/1 (Trunk lamp) is defective.			STORED

ICM - Instrument cluster with maintenance interval display				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2205403211	34.2000	42.2000	5/201	15

SCM [MRM] - Steering column module				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
0255454432	02.2000	07.1999	0/00	1

PTS - Parktronic system				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0285458132	37.2000	40.2000	4/00	1
Code	Text			Status

CDC - CD changer				- f -
MB number	HW version	SW version	Diagnosis version	Pin
0028207989	31.1997	21.1998	0/0	12
Code	Text			Status
N1118	Faulty Initializing by D2B master			STORED
N1242	CD store fault			STORED

SOUND - Sound system				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158200189	29.1999	14.2000	0/5	12

E-call [USA] - Telematic system				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2208208826	19.2000	39.2000	1/2	12

DCM-FL - Door control module front left				- f -
MB number	HW version	SW version	Diagnosis version	Pin
2158207710	43.2001	41.2002	0/11	1
Code	Text			Status
B1114-001	Seat adjustment 4 at component N69/1 (Left door control unit) is faulty. The switch is sticking.			STORED
B1521-005	Exterior mirror adjustment and heating : The mirror heater has Short circuit or open circuit.			STORED
B1193-000	Component S86/2s1 (Power locking microswitch) is closed for longer than 80 s.			STORED
B1600	E6/5 (Left exterior mirror turn signal lamp) : -1			STORED

DCM-FR - Door control module front right				- f -
MB number	HW version	SW version	Diagnosis version	Pin
2158208210	14.2000	36.2000	0/10	1
Code	Text			Status
B1600-001	E6/6 (Right exterior mirror turn signal lamp) : The component has Open circuit.			STORED

RCM - Rear control module				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158202326	45.2002	35.2002	0/00	1

ESA-FL - Electric seat adjustment front left				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158200126	42.1999	49.1999	0/00	1

ESA-FR - Electric seat adjustment front right				- ✓ -
MB number	HW version	SW version	Diagnosis version	Pin
2158200226	42.1999	49.1999	0/00	1

OSB-FL - Multicontour backrest front left				- f -
MB number	HW version	SW version	Diagnosis version	Pin
2308000078	14.1999	38.1999	0/00	1
Code	Text			Status
B4555-000	Locking mechanism of left seat. Bottom inflatable cushion in lumbar			STORED

OSB-FR - Multicontour backrest front right				- √ -
MB number	HW version	SW version	Diagnosis version	Pin
2308000078	14.1999	38.1999	0/00	1

AAC - Automatic air conditioning				- √ -
MB number	HW version	SW version	Diagnosis version	Pin
2208300885	09.2000	01.2000	2/05	1

Battery voltage	11.61 V
-----------------	---------

Filename: F:\Programme\DAS\bin\..\trees\pkw\main\kt\kt215.s

Cell co-ordinate: 3 , 4

Estimated length of ownership	5 yrs. 10 mo.	9 months
Owned in the following states/provinces	Florida, Georgia	North Carolina
Estimated miles driven per year	4,793/yr	---
Last reported odometer reading	57,465	65,076

CARFAX Title History	Owner 1	Owner 2
CARFAX guarantees the information in this section		
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. View Certificate		

CARFAX Additional History	Owner 1	Owner 2
Not all accidents / issues are reported to CARFAX		
Total Loss No total loss reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Odometer Check No indication of an odometer rollback.	☒ No Issues Indicated	☒ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	☒ No Issues Reported	☒ No Issues Reported
Manufacturer Recall Check with an authorized Mercedes-Benz dealer for any open recalls.	☒ No Recalls Reported	☒ No Recalls Reported
Basic Warranty <u>Original warranty</u> estimated to have expired.	Warranty Expired	Warranty Expired

Tell us what you know about this vehicle

CARFAX Detailed History	Glossary		
Owner 1 Purchased: 2001 Type: Personal Where: Florida, Georgia Est. miles/year: 4,793/yr Est. length: 3/9/01 - 2/6/07 owned: (5 yrs. 10 mo.)	Date:	Mileage:	Source:
	02/23/2001	18	Service Facility
	03/09/2001	25	Florida Motor Vehicle Dept. Ponte Vedra Beach, FL
	03/15/2001		Florida Motor Vehicle Dept. Ponte Vedra Beach, FL
Low mileage! This owner drove less than the			
			Comments:
			Pre-delivery inspection completed Four tires mounted and balanced
			Odometer reading reported
			Title issued or updated First owner reported Registered as

Industry average
of 15,000 miles
per year.

Mercedes-Benz
Certified Pre-Owned



Click here to get pricing and
specifications for this vehicle.

11/07/2001	7,308	Title #0082868213 Service Facility	personal vehicle Oil and filter changed Wheel(s) replaced Tire(s) balanced Washed/detailed Maintenance inspection completed
03/13/2002	7,309	Service Facility	Emblem replaced
07/30/2002	15,589	Service Facility	Tire(s) balanced Alignment performed Two wheel alignment performed Four wheel alignment performed Brake rotor(s) replaced Electrical system checked Tail light assembly replaced
11/08/2002	15,930	Service Facility	Spark plug(s) replaced Ignition coil(s) replaced Engine/powertrain computer/module reprogrammed Washed/detailed Maintenance inspection completed Oil and filter changed Anti-theft/keyless remote(s) replaced Anti-theft/keyless remote battery replaced
04/01/2003		Florida Motor Vehicle Dept. Ponte Vedra Beach, FL Title #0082868213	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Black
04/23/2003	17,950	Service Facility	Vehicle serviced
05/11/2004	19,509	Service Facility	Battery/charging system checked Washed/detailed Pre-delivery inspection completed Tire(s) replaced
05/12/2004		Florida Motor Vehicle Dept. Ponte Vedra Beach, FL Title #0082868213	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Black
08/23/2004	20,401	Service Facility	Brake system bled Steering/suspension checked Front strut(s) replaced Engine/powertrain computer/module reprogrammed Engine/powertrain computer/module checked Washed/detailed
04/18/2005		Florida Motor Vehicle Dept. Ponte Vedra Beach, FL Title #0082868213	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Black
08/17/2005		Service Facility Jacksonville, FL	Rear seat cushion replaced Washed/detailed Maintenance inspection completed Recommended maintenance performed Door trim panel replaced/repared Engine/powertrain computer/module checked
09/28/2005		Service Facility Jacksonville, FL	Window regulator(s) replaced Window motor(s) replaced Window switch replaced Door trim panel replaced/repared Washed/detailed Anti-theft/keyless remote battery replaced High mount brake light assembly replaced Maintenance inspection completed

02/06/2007		Service Facility Jacksonville, FL	Chrome/alloy wheels installed Oil and filter changed One wheel replaced Pre-delivery inspection completed Tire(s) balanced Tires replaced Cup holder replaced
02/06/2007	28,286	Mercedes-Benz Certified Pre-Owned Dealer	Offered for sale as a Mercedes-Benz Certified Pre-Owned Vehicle Black Exterior Charcoal Leather Interior
02/07/2007		Dealer Inventory	Vehicle offered for sale
02/16/2007	28,676	Brumos Motor Cars Inc Jacksonville, FL 904-724-1080 brumos.com	Vehicle sold
02/16/2007		Georgia Motor Vehicle Dept. Brunswick, GA	Vehicle purchase reported
02/16/2007		Dealer Inventory	Vehicle sold
03/05/2007		Florida Motor Vehicle Dept. Ponte Vedra Beach, FL Title #0082868213	Title issued or updated Duplicate title issued Vehicle color noted as Black
03/26/2007		Georgia Motor Vehicle Dept. Brunswick, GA Title #774554070856018	Title issued or updated Duplicate title issued Loan or lien reported Vehicle color noted as Black
05/25/2007		Georgia Motor Vehicle Dept. Brunswick, GA Title #774554070856018	Registration issued or renewed Duplicate title issued Vehicle color noted as Black
10/19/2007	36,903	Critz Inc. Savannah, GA 912-354-7000 critz.com	Recommended maintenance performed
03/04/2008	41,134	Critz Inc. Savannah, GA 912-354-7000 critz.com	Exterior lights checked
05/30/2008		Georgia Motor Vehicle Dept. Brunswick, GA Title #774554070856018	Registration issued or renewed Duplicate title issued Vehicle color noted as Black
05/29/2009		Georgia Motor Vehicle Dept. Brunswick, GA Title #774554070856018	Registration issued or renewed Duplicate title issued Vehicle color noted as Black
06/16/2009	48,996	Critz Inc. Savannah, GA 912-354-7000 critz.com	Exterior lights checked Automatic transmission fluid leak checked Engine/powertrain computer/module checked Brakes checked Recommended maintenance performed Front and rear brakes replaced
05/27/2010		Georgia Motor Vehicle Dept. Brunswick, GA	Registration issued or renewed Duplicate title issued Vehicle color noted as Black

		Title #774554070856018	
01/20/2011	56,263	Lexus Of Orange Park Jacksonville, FL 904-777-5100 lexusoforangepark.co m	Vehicle offered for sale
02/08/2011		Brumos Motor Cars Inc Jacksonville, FL 904-724-1080 brumos.com	Vehicle offered for sale
02/15/2011		Online Listing	Vehicle offered for sale
02/15/2011		Dealer Inventory	Vehicle sold
04/01/2011		Lokey Motors Co. Clearwater, FL 727-530-1661 lokeyautos.com	Antifreeze/coolant checked Maintenance inspection completed
04/22/2011	57,465	Online Listing	Vehicle offered for sale

Owner 2

Purchased: 2011
Type: Personal
Where: North Carolina
Est. length owned: 6/24/11 - 4/9/12 (9 months)

Date:	Mileage:	Source:	Comments:
06/24/2011		North Carolina Motor Vehicle Dept. Lawndale, NC Title #776176111752030	Registration issued or renewed New owner reported
04/09/2012	65,076	Auto Auction Southeast Region	Listed as a dealer vehicle Sold at auction
		 Millions of used vehicles are bought and sold at auction every year.	
04/13/2012		North Carolina Inspection Station Concord, NC	Emissions inspection performed
		 I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2001 Mercedes-Benz CL600.	

Print this CARFAX Report and take it to your pre-purchase inspection

Tell us what you know about this vehicle

Have Questions? Please visit our Help Center at www.carfax.com.

**Glossary**

[View Full Glossary](#)

CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a

Subj: (no subject)
Date: 7/30/2012 1:48:39 P.M. Eastern Daylight Time
From: [REDACTED]
To: [REDACTED]

Tricia: Hello, my name is Tricia. How may I help you?

☒ [REDACTED]: Hello, my name is [REDACTED]

☒ [REDACTED]: I have a couple of issues

☒ Tricia: Ok...

☒ [REDACTED]: Issue number 1, i paid for carfax from dealership I paid for copy of carfax from bank and i just ordered another one which I would like to be imbursed for. When I typed in vin it said 45 records but when ordering report it only shows 15 records so this is my first issue

☒ [REDACTED]: apparently reports have been deleted or removed

☒ Tricia: Please give me a moment to locate your account.

☒ [REDACTED]: ok thank you

☒ [REDACTED]: confirmation number is 120730000726

☒ Tricia: Ok, I see a purchase from 07/30/2012.

☒ Tricia: I have processed a refund in the amount of \$39.99 back to your Visa card ending in [REDACTED] Please allow 3-5 days for the refund to post back to your account.

☒ [REDACTED]: thank you may i move onto second issue

☒ Tricia: To view or print the current CARFAX report for this 2001 MERCEDES-BENZ CL600 - VIN: WDBPJ78J71A [REDACTED], please click on the following link:

☒ <http://www.carfax.com/cfm/FSBO.cfm?report=BA6B20584E6E679721ABFA9680FAABD1>

☒ Tricia: The 45 records that we have on file can be found under the DETAILED HISTORY section on the report.

☒ [REDACTED]: ok my printer is not working can that be emailed to me

☒ Tricia: Yes, I can email this link to you.

☒ [REDACTED]: thank you very appreciated. May I move to second issue

☒ Tricia: Yes.

☒ [REDACTED]: Thank you

☒ [REDACTED]: I purchased this vehicle on June 11, 2012 since then I have had this car for one day and half

☒ [REDACTED]: the dealership failed to disclose to me that there was odometer issue, major issues with car. They replaced airbag only. I went to park car and something blew and that dealership towed the car to a repair shop and it has been there for several weeks. the remote doesnt work, issues with transmission, airbag, abc, door

☒ [REDACTED]: I took car to mercedes dealership on day two and they gave me 5 page report on problems with the car and said the used car dealership had just been in their shop with this car and knew of these problems

☒ Tricia: Is the dealership willing to repair these items for you?

☒ [REDACTED]: i had repair shop tell me that used car dealership told them only to fix airbag and nothing else.

☒ [REDACTED]: only the airbag

☒ [REDACTED]: the used car dealership told me everything else is my responsibility....

☒ [REDACTED]: I told them on day one to reverse the deal and they have refused

☒ [REDACTED]: I contacted channel 9 news and i believe they are going to investigate

☒ Tricia: We really could not suggest what you should do.

☒ [REDACTED]: I just paid for a repair today because they would not release car to my dealership

☒ [REDACTED]: I believe i have a claim for carfax buyback

☒ [REDACTED]: there were recalls

☒ [REDACTED]: there is odometer discrepancy

☒ [REDACTED]: and I believe this car was a drug bust vehicle

☒ Tricia: The CARFAX Buyback Guarantee is not like an extended warranty. It does not cover mechanical problems with the vehicle or damage to the vehicle.

☒ Tricia: Our Buyback Guarantee only covers our ability to report on branded titles.

☒ [REDACTED]: i believe that this car is or should have been branded

☒ Tricia: The CARFAX Buyback Guarantee protects consumers from the following branded titles that have issued by a Department of Motor Vehicles: Salvage, Junk, Rebuilt, Reconstructed, Dismantled, Fire, Flood, Hail, Exceeds Mechanical Limits, Not Actual Mileage and Manufacturer/Lemon Buyback.

The branded title must have been issued at least 60 days prior to the date the CARFAX report was run, and missed by CARFAX. No other type of data is covered under the guarantee.

Are you interested in submitting a claim? Please visit the following link to

view the guarantee's Terms and Conditions: ☒

http://www.carfax.com/cfm/cthg_form.cfm

The following documents are required for a claim submission (accepted only by postal mail):

1. A completed and notarized claim form (can be obtained from the above link). Please include your email address so our Claim Specialists can contact you expeditiously.
2. A copy of your current title or registration (front and back) along with an original copy of the bill of sale to show proof of vehicle ownership.
3. A copy of the branded title or registration (front and back) you believe CARFAX should have reported on, but did not.
4. A complete copy of the CARFAX Vehicle History Report run before the vehicle was purchased.

Once you have obtained the required documents, please submit your claim to the address noted on the claim form. We will confirm receipt of your submission by email shortly after receipt.

Leave

Subj: (no subject)
Date: 7/30/2012 1:55:53 P.M. Eastern Daylight Time
From: [REDACTED]
To: [REDACTED]

branded title must have been issued at least 60 days prior to the date the CARFAX report was run, and missed by CARFAX. No other type of data is covered under the guarantee.

Are you interested in submitting a claim? Please visit the following link to

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Once you have obtained the required documents, please submit your claim to the address noted on the claim form. We will confirm receipt of your submission by email shortly after receipt.



[REDACTED]: yes



[REDACTED]: who do i mail to



Tricia: CARFAX

Attn: Buyback Guarantee – Consumer Affairs
5860 Trinity Parkway, Suite 600
Centreville, VA 20120



[REDACTED]: how many days do i have



Tricia: Our Guarantee is good for 1 year from the date of report purchase or vehicle purchase.

Tuesday, July 31, 2012 AOL: [REDACTED]

☐ [redacted] ok so is there anything else i can do right now because i do not have a car

☐ Tricia: I really don't know what your legal rights would be with the dealer. If they are not willing to work with you on the repairs, you may need to seek legal recourse against them.

☐ [redacted] ok i am working on that thank you for your time

☐ Tricia: You are welcome. Good luck!

☐ [redacted] ty

☐ Tricia has disconnected.

Type your message here, then click Send or press <Enter>

☐

Subj: Re: From wsoc-tv: 'Feedback and comments'
Date: 7/30/2012 11:42:25 A.M. Eastern Daylight Time
From: [REDACTED]
To: Elaine.Farlas@coxinc.com

Good day,

My name is [REDACTED]

My address is [REDACTED]

Concord, NC [REDACTED]

My phone number is [REDACTED]

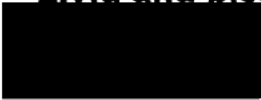
The company's name is Metrolina AutoGroup
Charlotte NC
704 705 2570

I made the purchase on June 11, 2012, As I was leaving the parking lot the SRS light was on, I asked them about this and they assured it was not the air bag. The very next morning I went to Hendrick Mercedes in Charlotte and was informed that it was the airbag. I was also informed that this vehicle had recently been in the shop and this car had many major issues and none of these issues were disclosed to me. I called them up and told them to reverse the deal and they refused. They told me to give them a chance, they actually begged. I took the car back to them and on the way they many warnings lights were on the car. SRS, Engine, both turn signals, Abc....driver side window would not close properly, passenger door panel was broken when shutting door it just popped out. They told me they would fix. I then went out of town with son by taking Amtrak so that my son could stay for summer. I returned two or three weeks later and car was not ready. Two weeks went by and they gave me loaner car for about a week. The first instance they had the car for 31 or 32 days. When I received the car back I had it for one day. I proceeded to go to Amtrak to pick up my son in Maryland and as I was parking something blew on the car. I called the police and fire department. It was suspected that it was the transmission. While on Amtrak, I called Ryan Moreno from Metrolina AutoGroup very upset and informed him of what had just happened and told him to get the car. He told me he would get the car. I stayed in Maryland for approximately three weeks trying to get some resolve and to be near my family for moral support. I called several attorney's but no one has called me back. I called NHTSA and was only allowed to report my experiences for the day and a half that I had the vehicle. They are going to investigate. I am trying to call DMV investigator to have the deal reversed. During the interim I located the repair shop where Ryan said he sent the car to. When calling repair shop I spoke to Paul from EU Auto 980 322 8009 and was informed that the car

Tuesday, July 31, 2012 AOL: [REDACTED]

was not there as five days had gone by. Paul then called Metrolina and asked if he was supposed to have the car and the next day JD from Metrolina dropped off the car and left no instruction. I sent Ryan numerous emails and he finally told me and Paul that the car is my responsibility. I have insisted that the car deal be reversed in lieu of a lawsuit for fraud, selling a laundered lemon, knowingly selling a car that is not fit for transportation. I am in process of calling odometer for possible odometer fraud. I have also contacted Mark Owen from Hendrick Mercedes for the last two weeks and asked him to provide me with an estimate to make this car fully functional. He refuses to return my calls. I am about to call him again. Also I wanted to mention that Paul from EU auto told me and confirmed that Ryan knew of other problems and told him to only fix the airbag. The remote on car does not work and I was told by Metrolina that the car would eventually read the remote. Paul told me the remote is fine and there is a pump leak. My thinking it was the remote I purchased new remote from Hendrick Mercedes. This has been a nightmare and I do not have a car however I am paying for a car I can't drive, I am paying insurance for a car can not drive and there have been many other expenses related to this ordeal. EU wants me to get this car off of their lot. I did not authorize them to do any work nor did I tell Ryan to take the car there. Please help me resolve this, please please please

Thanking you in advance,

Livid and please help


In a message dated 7/30/2012 8:49:44 A.M. Eastern Daylight Time, Elaine.Farias@coxinc.com writes:

Thank you for your email to Channel 9.

In order for Action 9 to take a look at your complaint, and advise if we may be able to help, we need for you to send an email with the additional information below to Mary White:

Your name, address and phone number.

The company's name, address and phone number.

What action have you taken to resolve this matter, and what if any results were obtained.

Hendrick Motors of Charlotte
5141 E. Independence Blvd.
Charlotte, NC 28212
704-535-8400



Mercedes-Benz

06/02/12 11:55 AM
Card Type: AMEX
Card Acct: XXXXXXXXXXXX
Card Exp: XX/XX
Customer: 144106
Manual Key
Transaction Type: SALE
Trans Serial #: 14886204
Auth Code 113921
Amount \$1040.00

PENDENCE BLVD • CHARLOTTE, NC 28212 • 704-535-8400
www.hendrickmotorsofcharlotte.com

ON ELECTRICAL OR SPECIAL ORDER PARTS

agree to pay the indicated amount
and to be bound by the terms of the
card member agreement.

ATTES #1 SOURCE FOR GENUINE MERCEDES
FACTORY PARTS.
"WE APPRECIATE YOUR BUSINESS"

CELL: [REDACTED]

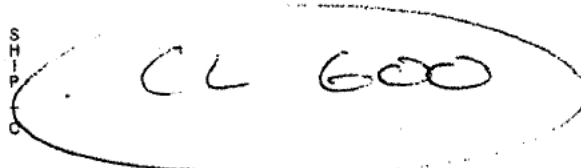
CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
144106				CRED CD	HUNG NGUYEN	06/02/12	36451 M

704-705-2570

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METROLINA AUTO GROUP
5255 PIT RD S
CONCORD, NC 28027-2618

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	275-150-07-80 IGNITION COI	601C	1300.00	1040.00	1040.00
SUBTOTAL						1040.00
TAX						0.00

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS
20% HANDLING CHARGE ON ALL RETURNED ITEMS
NO REFUND WITHOUT THIS INVOICE
NO RETURN AFTER 30 DAYS

ANY WARRANTIES ON THE ITEM/ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER.
THE SELLER HENDRICK MOTORS OF CHARLOTTE, HEREBY EXPRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR PURPOSE. AND HENDRICK MOTORS OF CHARLOTTE, NEITHER

Guidelines for Completing Form
(For complete details, see current IATA Dangerous Goods Regulations)
Items with '*' must be computer-generated or typed
(REFER TO FX-12 FOR DETAILS)

SHIPPER — Enter name and address of shipper.

CONSIGNEE — Enter the name and address of recipient.

PAGES OF PAGES — Enter page of pages.

TRANSPORT — Delete the option that does not apply to this shipment.

SHIPMENT TYPE — Delete the option that does not apply to this shipment.

***UN OR ID NUMBER** — List the UN or ID number, preceded with "UN" or "ID."

***PROPER SHIPPING NAME** — List the proper shipping name and, if applicable, the technical name in parentheses.

***CLASS OR DIVISION and SUBSIDIARY RISK** — List the class or division number and, if applicable, the compatibility group. List the class or division number of the subsidiary risk in parentheses if applicable.

***PACKING GROUP** — List the appropriate group, if applicable.

QUANTITY AND *TYPE OF PACKAGING — List the number of packages, the type of packaging, and the net quantity in each package, i.e., 1 fiberboard box X 2kgs.

***PACKING INSTRUCTIONS** — Enter the packing instruction number.

***AUTHORIZATION** — List any special provision(s) or approval(s) if applicable.

***ADDITIONAL HANDLING INFORMATION** — Enter any required special handling information.

***EMERGENCY TELEPHONE NUMBER** — Enter your 24-hour emergency contact number (pager numbers not acceptable).

NAME/TITLE OF SIGNATORY — Enter name and job title of shipper.

PLACE AND DATE — Enter the city and date of shipment.

SIGNATURE — Sign the form (must be complete signature).

All alterations must be signed with the same signature used to sign the declaration.

FedEx cannot make any changes/additions/deletions to this declaration except the Air Waybill number/Airport of Departure/Airport of Destination.

If you need assistance completing this form and/or with the marking, labelling or packaging requirements, contact the FedEx Dangerous Goods/Hazardous Materials Hotline at 1-800-GO FEDEX and press "81", listen for the prompt to reach the FedEx Dangerous Goods/Hazardous Materials Hotline.

SHIPPER'S DECLARATION FOR DANGEROUS GOODS

(Provide at least three copies to the airline.)

Shipper MERCEDES-BENZ USA, LLC 100 NEW CANTON WAY ROBBINSVILLE NJ 08691 US		Air Waybill No. 55024913533 Page 1 of 1 Pages Shipper's Reference Number (optional)		
Consignee HENRIOT MOTORS OF CHARLOTTE 5141 EAST INDEPENDENCE BLVD. CHARLOTTE, NC 28210		WARNING Failure to comply with all respects with the applicable Dangerous Goods Regulations may be in breach of the applicable law, subject to legal penalties.		
Two completed and signed copies of this Declaration must be handed to the operator				
TRANSPORT DETAILS				
This shipment is within the limitations prescribed for: (delete non applicable) <table border="1"><tr><td>PASSENGER AND CARGO AIRCRAFT</td><td>CARGO AIRCRAFT ONLY</td></tr></table>		PASSENGER AND CARGO AIRCRAFT	CARGO AIRCRAFT ONLY	Airport of Departure ROBBINSVILLE NJ
PASSENGER AND CARGO AIRCRAFT	CARGO AIRCRAFT ONLY			
Airport of Destination: CHARLOTTE, NC 28210		Shipment type: (delete non applicable) XXXX NON-RADIOACTIVE ☒ RADIOACTIVE		

NATURE AND QUANTITY OF DANGEROUS GOODS

UN Number or Identification Number, proper shipping name, Class or Division (subsidiary risk), packing group (if required), and all other required information

UN OR PROPER SHIPPING NAME (ID NO. AND TECHNICAL NAME)	CLASS OR (SUB DIVISION RISK)	PACKING QUANTITY AND TYPE GROUP OF PACKAGING	PROV INST AUTHORIZATION

Additional Handling Information

*** EMERGENCY CONTACT ***

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labelled/placarded, and are in all respects in proper condition for transport according to applicable International and National Governmental Regulations. I declare that

Name/Title of Signatory RUBEN MARTINEZ
SHIPPING CLERK

Place and Date



Service is our best part.

Store 6567 3900 Main Street Harrisburg, NC 28075 Phone: (704) 455-5649

Questions or feedback? Contact the Commercial Customer Support Team
at 1-877-280-5965 or email us at service@advanceautoparts.com

WEAREVER GOLD BUNDLES ARE BACK FOR 2012

Purchase 1 set of Wearever Gold brake Pads and 2 Wearever
for \$79.99 - it's the same great coverage you've come to expect
from Advance Auto Parts Professional, for the brake jobs
you do every day.

Metrolina Auto Group
5255 Pitt Road South

Concord, NC 28025
Phone: (980) 521-3501
Account ID: 6567050262

P.O. #: 01 MERCEDES C1600
Date: 5/02/12
Register: 10
Store/Unit#:
Internet Order #:

Invoice/Trans: 656721230 86
Time: 3:26:39PM
Delivery: Yes
Salesperson: Trida

Product Line	Part #	Description	SKU	Warranty	Qty	List	Cost
NGK	2647	SPK PLUG-LASER PLTNM 1	11420003	3 YEAR REPLACEMENT IF DEFECTIVE	8	17.66	9.88

Payment

AMEX XXXXXXXXXXXX 08928



D2K261KN2X1JSP1CGS1B11GWGS1CHW

SUBTOTAL

T1 Tax @ 7.0000%

TOTAL INVOICE

PAYMENT

CHANGE

Customer's signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchase including interest and penalties if applicable. All cores need to be in the original box and in rebuildable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

1 of 1

Customer Copy



Service is our best part.

7 3900 Main Street Harrisburg, NC 28075 Phone: (704) 455-5649
s or feedback? Contact the Commercial Customer Support Team
at 1-877-280-5965 or email us at service@advanceautoparts.com

WEAREVER GOLD BUNDLES ARE BACK FOR 2012

Purchase 1 set of Wearever Gold brake Pads and 2 Wearever Rotors
for \$79.99 - It's the same great coverage you've come to expect
from Advance Auto Parts Professional, for the brake jobs
you do every day.

na Auto Group
Road South

NC 28025
(80) 521-3501
ID: 6567050262

P.O. #: xxxxx
Date: 5/02/12
Register: 10
Store/Unit#:
Internet Order #:

Invoice/Trans: 656721230 8914
Time: 3:24:47PM
Delivery: No
Salesperson: Tricia

Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
RCEDS-BENZ CL600, 5.8L - 5788 V12 FI								
	2647	SPK PLUG-LASER PLTNM 11	11420003	3 YEAR REPLACEMENT IF DEFECTIVE	4	17.66	9.88	39.52
		AMEX XXXXXXXXXX	107396					-42.29



D2K261KN2W1JSP1CGQ

SUBTOTAL		39.52
T1 Tax @	7.0000%	2.77
TOTAL INVOICE		42.29
PAYMENT		AMEX
CHANGE		0.00

Signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases,
rest and penalties if applicable. All cores need to be in the original box and in rebuildable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!

1 of 1

Customer Copy

Hendrick Motors of Charlotte
5141 E. Independence Blvd.
Charlotte, NC 28212
704-535-8400



Mercedes-Benz

06/02/12 11:55 AM
Card Type: AMEX
Card Acct: XXXXXXXXXX
Card Exp: XX/XX
Customer: 144106
Manual Key
Transaction Type: SALE
Trans Serial #: 14886204
Auth Code 113321
Amount \$1040.00

PENDENCE BLVD • CHARLOTTE, NC 28212 • 704-535-6400
www.hendrickmotorsofcharlotte.com

ON ELECTRICAL OR SPECIAL ORDER PARTS.

agree to pay the indicated amount
and to be bound by the terms of the
card member agreement.

JTTES #1 SOURCE FOR GENUINE MERCEDES
FACTORY PARTS.
"WE APPRECIATE YOUR BUSINESS"

CELL: [REDACTED]

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
144106				CRED CD	HUNG NGUYEN	06/02/12	36458 MB

704-705-2570

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METROLINA AUTO GROUP
5255 PIT RD S
CONCORD, NC 28027-2618

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	275-150-07-80 IGNITION COI	601C	1300.00	1040.00	1040.00
SUBTOTAL						1040.00
TAX						0.00
FREIGHT						0.00
PAY THIS AMOUNT						1040.00

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS
20% HANDLING CHARGE ON ALL RETURNED ITEMS
NO REFUNDS WITHOUT THIS INVOICE
NO RETURNS AFTER 20 DAYS

ANY WARRANTIES ON THE ITEM/ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER.
THE SELLER HENDRICK MOTORS OF CHARLOTTE, HEREBY EXPRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR PURPOSE. AND HENDRICK MOTORS OF CHARLOTTE, NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THIS ITEM/ITEMS.

RCVD BY X

11:52:58 CUSTOMER COPY

MBCNET616

PAGE 1 OF 1



Mercedes-Benz



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704-535-6400 • www.hendrickmotorsofcharlotte.com



Mercedes-Benz

CELL: [REDACTED]

CUSTOMER NO. 1067362	ADVISOR JAMIE JOHNSON	TAG NO. 559	COL COL	INVOICE DATE 06/02/12	INVOICE NO. MBC5482491
[REDACTED]	LABOR RATE	LICENSE NO.	65,632	COLOR BLACK/	STOCK ID
CHARLOTTE, NC	YEAR/MAKE/MODEL 01/MERCEDES-BENZ/CL-CLASS/2DR CPE	DELIVERY DATE		DELIVERY MILES	
	VEHICLE ID NO. WDBPJ78J71A	SELLING DEALER NO.		PRODUCTION DATE	
		R.O. DATE	05/22/12		
BUSINESS PHONE	COMMENTS				

MO: 6563

LABOR & PARTS
J# 1 54MBZ *ENGINE/ELEC CONCERN TECH(S):74 95.00
CUSTOMER STATES CAR IS MISFIRING AND INDEPENDENT SHOP SENT
HIM HERE FOR DIAGNOSIS
SDS TEST HAD MISFIRE CODES ON L/S BANK NEEDS L/S COIL PACK
AN ME SOME ONE HAS TAKING CAR APART
DIAG- ONLY

JOB # 1 TOTAL LABOR & PARTS 95.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A HWS SERVICE CHARGE 9.50
TOTAL - MISC 9.50

ESTIMATE
CLIENT HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

HENDRICK MOTORS OF CHARLOTTE STRIVES FOR EXCELLENT SERVICE

IF THE SERVICE YOU RECEIVED WAS NOT EXCELLENT, PLEASE
CONTACT YOUR SERVICE ADVISOR. THEY WILL BE HAPPY TO ADDRESS
ANY CONCERN YOU MAY HAVE.
IT IS ALWAYS OUR PLEASURE TO SERVE YOU.

***** I ACKNOWLEDGE AND APPROVE EXTRA WORK PERFORMED *****
***** RECEIVED BY: *****

CLIENT SIGNATURE

Service Charge. The Service Charge defrays Dealer's overhead costs, including, but not limited to, shop supplies, employee safety measures and training and waste disposal and handling. The Service Charge may include Dealer profit. Not all transactions will cause Dealer to incur all of the costs defrayed by the Service Charge. The Service Charge is not a government-required fee.

As part of our effort to provide the highest possible level of service to our customers, we would like your authorization for this Dealership to contact you in order to ensure you are happy with your purchase, keep you informed of new product offerings and promotions, remind you of necessary vehicle maintenance or service, and for any other reason we feel is necessary and appropriate. **UNLESS YOU CHECK THE BOX BELOW**, by signing below, you give this Dealership PERMISSION to contact you (either personally, via text messages or with prerecorded telemarketing messages) at the telephone numbers (which may include wireless phone numbers), fax numbers and/or e-mail address listed. This AUTHORIZATION allows us to better serve you in compliance with federal and state regulations and in no way is a condition to receiving goods or services.

☐ Please do not contact me as provided above.

Customer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof that this Agreement cancels and supersedes any prior agreements including oral agreements, and as of the date below comprises the entire agreement between Customer and Dealer.

TOTAL LABOR.... 95.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 9.50
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 104.50

EU Auto

315 Quincey Street
Charlotte, NC 28203
980-322-8009

REPAIR ORDER

DATE	ORDER #
7/10/2012	1706

CUSTOMER
METROLINA AUTO GROUP 704-953-5999 01 MB CL600 V12 MILEAGE 65850 VIN# WDBPJ78J71A

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
PARTS	PT.# 126 540 07 81 - CABLE CONNECTOR	1	52.00	52.00
SHOP SUPPLIES	SHOP/STOCK SUPPLIES MISCELLANEOUS	1	15.99	15.99
LABOR	TO REPLACE AIR BAG CONTROL UNIT AND AIRBAG	3.5	89.00	311.50
PARTS	PT.# 002 820 38 26 - AIR BAG CONTROL UNIT	1	950.00	950.00
PARTS	PT.# 215 860 03 05 - AIRBAG	1	474.00	474.00
Total				\$1,803.49

I Authorize repair work and an express mechanic's lien on my vehicle until paid for. I grant

(98)
Mercedes-Benz USA, LLC
100 New Canton Way
Robbinsville, NJ 08691

2012-06-28-17.32.16

ID: 11607F714 (LO-Loose Piece) EXPANDED
Carrier: FEDEX (JAX-262)

Line	Part	Description	Qty	CustomerInfo
----->	Order#: 8017019545	Cust ord#: 628VV		Cust#: 059113
	20 A 215 860 03 05	SIDEBAG		1 EU AUTO 366090

W. Del...
83 ~~250~~ did
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Hendrick Motors of Charlotte
141 E. Independence Blvd.
Charlotte, NC 28212
84-535-4400

7/11/12 12:43 PM
Card Type: VISA
Card Acct: XXXXXXXXXXXX
Card Exp: XX/XX
Customer: 137488
Name: GANCE/MARY L
Card Swiped
Transaction Type: SALE
Trans Serial #: 18088001
Auth Code 431577
Amount \$228.88

I agree to pay the indicated amount
and to be bound by the terms of the
card member agreement.



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ON ELECTRICAL OR SPECIAL ORDER PARTS.



Mercedes-Benz

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"WE APPRECIATE YOUR BUSINESS"

P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
		CRED CD	JOEY	07/11/12	366827 MBR

FOR THANK YOU CARD MESSAGE, COM

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CONCORD, NC

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HALETHORP MD

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	212-760-19-06 MASTER KEY SHIPPED 0 SPECIAL ORDERED 1	KEY1	32.20	32.20	32.20
1	0	204-905-11-04-9999 KEY SHIPPED 0 SPECIAL ORDERED 1	ZSPORD	195.50	195.50	195.50
1	0	962-999-01-31 LEATHER PLAQ	KEYDIS	18.00	18.00	18.00
SUBTOTAL						245.70
TAX 15% OFF						17.82 -36.86
FREIGHT						0.00
PAY THIS AMOUNT						226.66

0 RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS
% HANDLING CHARGE ON ALL RETURNED ITEMS
REFUNDS WITHOUT THIS INVOICE
RETURNS AFTER 20 DAYS

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MBCNET616

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Concord, NC



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STATES
OF
AMERICA

U S Department of Transportation
NHTSA
Office of Defect Investigation (C)
1200 New Jersey Ave, SE