

MAR 17 2015

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 12-JAN-2015	Repository ☐ Reference No. 10671831
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number Same		
City NASHVILLE	State TN	Zip Code [REDACTED]			
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 WDBJF72F1VA [REDACTED]			Make MERCEDES BENZ	Model E420	Model Year 1997
Date Purchased 05-02-2000	Dealer's Name and Telephone Number Mercedes Benz of Nashville			Engine: No: Cylinders 8	Fuel Type: Gasoline
Original Owner ☐	Dealer's City Nashville	State TN	Zip Code 37067		
Transmission Type Automatic	☒ Antilock Brakes	Powertrain	Multiple Failure: Trans - Assemblies	Incident Date(s) 29-DEC-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 162000 STRUCTURE: BODY, 110000 ELECTRICAL SYSTEM				Failure Mileage 135000	Failure Speed
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	Failure Location:			
	☐ Prior Repair				
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 ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police 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 1997 MERCEDES BENZ E420. AFTER STOPPING, THE VEHICLE FAILED TO SHIFT OUT OF LOW GEAR. IN ADDITION, WHEN THE VEHICLE WAS STARTED, THE RADIO FAILED TO OPERATE AND THE DOORS FAILED TO LOCK. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE FAILURE MILEAGE WAS 135,000.					
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 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.					

2-18-15

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

The last trans. Failure was 7-27-14. I attempt to enter the free way - it would not shift from 1st gear. I had it towed one hundred-fifty miles to my home. After setting in the garage for several days, I decided to drive it ~~and~~ around the block once more. After the third or fourth drive it did shift. It shifts now, but sometimes with a delay. The accessories are still acting crazy - Trans has a leak.

Enclosed: Some invoices about the matter.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Thanks for your concern.

U.S. Department
of Transportation

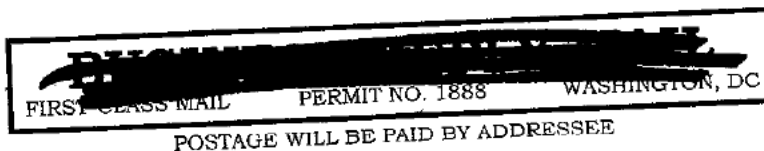
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



Nashville, TN



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Mercedes-Benz

Mercedes-Benz of Nashville
Authorized Dealer

May 2, 2000

[REDACTED]
Nashville, TN [REDACTED]

Congratulations on your purchase!

On behalf of myself and every employee, please accept our thanks for choosing to purchase your car from Mercedes-Benz of Nashville, Inc.

Please be assured that our interest in your satisfaction has only just begun. It is our sincere desire that you are completely happy with your automobile and the service you receive from us.

I have listed several people, in addition to myself, who are directly responsible for your satisfaction. Please feel welcome to call any one of us at any time.

Bruce Burnett - Retailer
Jay Page III - Mercedes-Benz Sales Manager
Mike Taylor - Preowned Sales Manager
Eddie Hill - Business Manager
Ken Partridge - Service Manager
Mark Merryman - Light Truck Service Manager
Mark Gartman - Parts Manager

Thank you again for placing your confidence in us. We have earned our reputation through the years because of satisfied customers just like you. If there is ever anything we can do to make your ownership experience more enjoyable, please let us know.

Sincerely,
Mercedes-Benz of Nashville, Inc.

Andrei Thacker

Andrei N. Thacker
Mercedes-Benz Sales Representative

*30,000 mi. serv. for vehicle 742-8000
Fred wed 9:30*



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

1200 New Jersey Avenue SE
Washington, DC 20590

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 Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Nashville

630 Bakers Bridge Ave.
Franklin, Tennessee 37067
Direct City: (615) 742-5250
Toll Free: 800-221-4841
Fax: (615) 782-4182

NASHVILLE, TN

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 707 MARKER BILLINGSLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/GREY	97	MERCEDES-BENZ E420	WDBJF72F1VA		129041/129044	T4181	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR00 IS							
30MAR96 DD	21FEB96		WAIT 13NOV13		0.00	VM	13NOV13
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:	TRN:		
		1)11142		11998512000784	A		

08:46 13NOV13 14:43 13NOV13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ALIGNMENT	----	LEFT FRONT TIRE WORN AND WANTS TO REPLACE AFTER TUNE				
			ALIGNMENT IS DONE				
	AL4 ALIGNMENT					169.95	169.95
PARTS:	0.00	LABOR:	169.95	OTHER:	0.00	TOTAL LINE A:	169.95

,,,129044

,,,PERFORMED FOUR WHEEL ALIGNMENT, SET FRONT AND REAR TOE END.

,,,SA ADVISED CLIENT DID NOT WANT BOLT KIT INSTALLED.

B *~ Transmission Fluid/Filter Service

TFE TRANSMISSION FLUID SERVICE							
352 CC					205.52	205.52	
1 140-271-00-80 ELASTOMER-MOLDED SEAL		24.75	24.75	24.75			
1 140-277-00-95 OIL FILTER		24.75	24.75	24.75			
1 5 *BRAKE CLEANER		6.25	6.25	6.25			
1 140-991-00-55 LOCK PIN		3.00	3.00	3.00			
4 001-989-68-03-13 GEAR OIL		33.00	33.00	132.00			
1 007603-014104 RING, GENERAL, METAL		3.83	3.83	3.83			
-1 COUP COUPON DISCOUNT		25.00	25.00	-25.00			

MISC DISCOUNT

CDI							
352 CC					0.00	0.00	
PARTS:	169.58	LABOR:	205.52	OTHER:	-25.00	TOTAL LINE B:	350.10
,,,129044							
,,,COMPLETED TRANSMISSION SERVICE. SA ADVISED CLIENT OF SHIFT							
,,,CABLE SEAL LEAKING, CLIENT ADVISED LABOR WOULD BE CHEAPER WHILE DOING						279.00	
,,,TRANS SERVICE. CLIENT DECLINED REPAIR.							

C *No Interval Due Vehicle History Indicates No Maintenance Interval Due

NID NO INTERVAL DUE

352 CC							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D *Inspect & Adjust Tire Pressures Reset Tire Monitoring System

CARE INSPECT AND ADJUST TIRE PRESSURES/RESET TIRE MONITORING SYSTEM

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]



Mercedes-Benz

Mercedes-Benz of Nashville

630 Bakers Bridge Ave.
Franklin, Tennessee 37067
Direct City: (615) 742-5250
Toll Free: 800-221-4841
Fax: (615) 782-4182

INVOICE

PAGE 2

NASHVILLE, TN

HOME: [REDACTED]
BUS: [REDACTED] CONT [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 707 MARKER BILLINGSLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/GREY	97	MERCEDES-BENZ E420	WDBJF72F1VZ		129041/129044	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
31MAR00 IS						
30MAR96 DD	21FEB96		WAIT 13NOV13		0.00	VM
R.O. OPENED	READY	OPTIONS:	DLR	ENG:11998512000784	TRN:A	
		1)11142				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		352	CC			0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:
		0.00					0.00

129041 SET ALL TIRE PRESSURES TO 32psi

E *Complimentary Multipoint Inspection ... a \$74.95 Value
IMB PERFORM SERVICE REPORT CARD INSPECTION AT NO CHARGE

	352	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
		0.00					

129041 PERFORMED INSPECTION, L/F TIRE TREAD DEPTH MEASURES AT 2MM AND R/F MEASURES AT 3MM, BOTH REAR TIRES TREAD MEASURES AT 8MM. FRONT BRAKE PADS MEASURE AT 4MM AND REAR IS AT 5MM. RECOMMEND 2 FRONT TIRES, THIRD BRAKE LAMP BULB, V-BELT, BRAKE SYSTEM FLUSH, VALVE COVER GASKETS AND SHIFT CABLE SEAL.

F *Complimentary Car Wash
WASH COURTESY WASH

	1020	CC				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
		0.00					

EST: 546.08 13NOV13 08:46 SA: 707

CUSTOMER PAY ENVIROMENTAL/HAZARDOUS MATERIAL FEE FOR REPAIR ORDER 49.95

Thank you for choosing Mercedes Benz of Nashville as your service department.
Remember to check our website for coupons at www.mercedesbenzofnashville.com under the Service tab.

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		LABOR AMOUNT	375.47
		PARTS AMOUNT	169.58
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	24.95
		TOTAL CHARGES	570.00
		LESS INSURANCE	0.00
		SALES TAX	52.73
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	622.73

7000
551.73

Preliminary Estimate

- **AL4: ALIGNMENT**
- ~ Transmission Fluid/Filter Service
- **No Interval Due**
Vehicle History Indicates
No Maintenance Interval Due
- **Inspect & Adjust Tire Pressures**
Reset Tire Monitoring System
- **Complimentary** Multipoint
Inspection ... a \$74.95 Value
- Complimentary Car Wash

Estimated shop fees:	\$49.95
Estimated taxes:	\$46.23
Total preliminary estimate:	\$546.08

Change	Checkout
--------	----------

Suggested & Declined

- ~ Detail (Complete)
- Included in Package
- Included in Package
- Campaign & Recall VIN. Report
- zMAX Micro Lubricant 12oz
- Reduce Emissions
- Improve Performance
- NON MERCURY BOND ANTI-ROD
PARTS OR FLUIDS WERE USED IN THE
MAINTENANCE & POINTS ON YOUR
VEHICLE OR THE STATE YOUR
VEHICLE CAN MAINTAIN YOUR
VEHICLE MAINTENANCE PROVIDED
ON THESE SERVICES
- V.I.P. Spa Wash
Rain-X® Windshield Treatment
Vacuum Interior
Clean Int/Ext Windows
Apply Tire Dressing
- 10% Off Your Next Service
- ~ Would you like to receive a Free
Appraisal of your vehicles value
while you are in for service your
service visit?

Initials

Customer Signature:

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the vehicle to secure the cost of labor, materials and any other authorized charges.

CHARGES FOR DIAGNOSTIC AND PARTIALLY COMPLETED WORK: If I authorize commencement

Trey Billingsley
Patton

5



Mercedes-Benz

Mercedes-Benz of Nashville

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Franklin, Tennessee 37067
Direct City: (615) 742-5250
Toll Free: 800-221-4841
Fax: (615) 782-4182

INVOICE

PAGE 3

NASHVILLE, TN

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 601 TISHA RAMM-MEYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/GREY	97	MERCEDES E420W	WDBJF72F1VA [REDACTED]		89237/89263	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
31MAR00 IS						
30MAR96 DD	21FEB96		19:00 11OCT06		95.00	VM
R.O. OPENED	READY	OPTIONS:	DLR: [REDACTED]	ENG: 11998512000784	TRN: A	
		1) 11142				
08:21 02OCT06	12:14 11OCT06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
EST: 190.00			02OCT06	08:21	SA: 601	

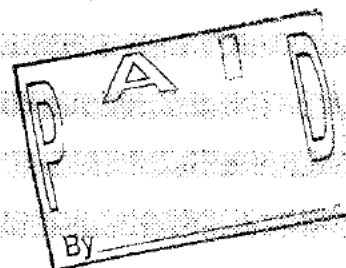
EST: 1,270.00 03OCT06 17:23 SA: 601

CONTACT: W

CUSTOMER PAY ENVIROMENTAL/HAZARDOUS MATERIAL FEE FOR REPAIR ORDER 30.00

YOU MAY RECEIVE A SURVEY FROM MERCEDES BENZ
USA IN THE NEXT FEW WEEKS. IF FOR ANY
REASON YOU CAN NOT GRADE US EXCELLENT PLEASE
CONTACT OUR SERVICE MANAGER (BILL HUDSON)
AT (615) 782-4153.

THANK YOU FOR CHOOSING
MERCEDES BENZ OF NASHVILLE



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	646.00
PARTS AMOUNT	1763.79
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	2439.79
LESS INSURANCE	0.00
SALES TAX	225.70
PLEASE PAY THIS AMOUNT	2665.49

CUSTOMER COPY



Mercedes-Benz

Mercedes-Benz of Nashville

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Franklin, Tennessee 37067
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Fax: (615) 782-4182

INVOICE

PAGE 1

NASHVILLE, TN

HOME BUS:

SERVICE ADVISOR: 601 TISHA RAMM-MEYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/GREY	97	MERCEDES E420W	WDBJF72F1VA		89237/89263	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT
31MAR00 IS						
30MAR96 DD	21FEB96		19:00 11OCT06		95.00	VM
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:11998512000784	TRM-A	
		1)11142				
08:21 02OCT06	12:14 11OCT06					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A VEH WAS TOWED BY AAA

17 MISC

948 CC 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

89245 CAR NEEDS REAR TIRES LOWER CONTROL ARM BUSHINGS & A BELT DECLINED ALL AT THIS TIME

B CLIENT STATES AFTER HE GOT FUEL VEH STARTED RUNNING ROUGH ALL LIGHTS ON IN DASH VEH WILL NOT SHIFT OUT OF GEAR

27 AUTO. TRANS.

948 CC

	427.50	427.50
1 140-270-13-65 SHIFT LINKAG	16.88	16.88
1 203-540-01-53 SPACER	8.80	8.80
1 140-271-00-80 GASKET, TRANS	16.25	16.25
1 140-277-00-95 TRANS OIL FI	20.00	20.00
1 140-991-00-55 LOCK PIN	2.00	2.00
4 001-989-21-03-10 TRANS FLUID	17.50	70.00
2 5 *BRAKE CLEANER	5.95	11.90
1 210-545-13-32 SWITCH	102.00	102.00
1 202-992-00-10 BUSHING	2.40	2.40
1 000-994-41-60 CLIP	2.00	2.00
1 072601-012230 BULB	3.85	3.85
1 140-270-06-06-88 VALVE GEAR	900.60	900.60
1 026-997-40-48-28 SEAL RING	3.58	3.58
1 026-997-41-48-28 SEAL RING	3.03	3.03
1 026-545-72-32-88 CONTROL UNIT	598.50	598.50
2100721A099778		

PARTS: 1761.79 LABOR: 427.50 OTHER: 0.00 TOTAL LINE B: 2189.29

89237 FAULTY SELECTOR SWITCH 5.0 PERFORMED ROAD TEST, VERIFIED TRANS IN LIMP HOME MODE. PERFORMED SHORT TEST, CODE 055, 151 & 114 STORED IN ETC. CHECK ACT. VALUES & VALUE IN D SHOWING FAULT R/R CONSOLE & SHIFTER ASSEMBLY. D/A SHIFTER & REPLACED SWITCH. R/R PAN & REPLACE SHIFT LOCK

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



Mercedes-Benz

Mercedes-Benz of Nashville

630 Bakers Bridge Ave.
Franklin, Tennessee 37067
Direct City: (615) 742-5250
Toll Free: 800-221-4841
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INVOICE

PAGE 2

SERVICE ADVISOR: 601 TISHA RAMM-MEYERS

NASHVILLE, TN

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK/GREY	97	MERCEDES E420W	WDBJF72F1VA		89237/89263		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR00 IS							
30MAR96 DD	21FEB96		19:00 11OCT06		95.00	VM	12OCT06
R.O. OPENED		READY	OPTIONS:	DLR:	ENG:11998512000784		TRN:A

08:21 02OCT06 12:14 11OCT06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
HOUSING & PILOT BUSHING.							
TEST DROVE VEHICLE AGAIN & MECHANICAL CODES							
CAME BACK & VEHICLE WENT BACK INTO LIMP MODE. VALVE INCLUDED IN FAULT							
CODE IS IN VALVE BODY, WILL NEED TO TRIAL FIT VALVE BODY & IF STILL							
GOING INTO LIMP MODE WILL NEED TO REPLACE TRANS & POSSIBLY ETC C/U.							

C COURTESY WASH

97FREE COURTESY WASH							
604 CC					0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

89245 DONE

D** REPLACE VALVE BODY

27 AUTO. TRANS.							
948 CC					171.00	171.00	
1 007603-010100 RING, GENERAL					2.00	2.00	
PARTS:	2.00	LABOR:	171.00	OTHER:	0.00	TOTAL LINE D:	173.00

89245 SOLENOID STICKING IN VALVE BODY 1.8 REPLACED VALVE BODY & RESET
ADAPTATION. PERFORM ADAPTATION & VEHICLE IS SHIFTING CORRECTLY, BUT THERE
IS A 3.5 SEC. DELAY UNTIL GEAR ENGAGES FROM P. R & TO D. WILL NEED
CONTROL UNIT TO RESOLVE.

E** REPLACE TRANS CONTROL UNIT

27 AUTO. TRANS.							
948 CC					47.50	47.50	
PARTS:	0.00	LABOR:	47.50	OTHER:	0.00	TOTAL LINE E:	47.50

89263 DOES NOT CORRELATE W/VALVE BODY .5 REPLACED & VERSION CODED TRANS
C/U & PERFORMED ADAPTATION. ALL OK

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



Mercedes-Benz

8

INVOICE

Mercedes-Benz of Nashville

630 Bakers Bridge Ave
Franklin, Tennessee 37067
Direct City (615) 742-5250
Toll Free: 800-221-4841
Fax: (615) 782-4182

NASHVILLE, TN

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 109 JOSEPH D NEELEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK/GREY	97	MERCEDES E420W	WDBJF72F1VA [REDACTED]		60419/60419	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
31MAR2000	21FEB96		WAIT 27AUG03			VMCD
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:11998512000784	TRN:A	
27AUG03	27AUG03	1) 11142				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	MISC						
	17	MISC					
			509	CM	0.00	0.00	0.00
60419							

B RADIO INOP CHECK AND ADVISE

82	BODY ELECTRICS						
		509	CM	1.00		79.00	79.00

60419 INTERNAL CIRCUIT PROBLEM IN RADIO. 1.0 CHECK OUT INSPECTED AND VERIFIED CLIENTS CONCERN. CHECKED THE 2 FUSES IN RADIO CIRCUIT, THEY WERE BOTH GOOD. CHECKED 30 CIRCUIT TO RADIO. 11.98 VOLTS AT 30 CIRCUIT. CHECKED 15 CIRCUIT. 11.89 VOLTS AT 15 CIRCUIT. GROUND WAS GOOD. REQUEST CLIENT SEND RADIO OFF TO BE REBUILT. CLIENT WANTS TO TAKE SOME TIME TO THINK ABOUT REPAIR BEFORE REPAIRING RADIO.

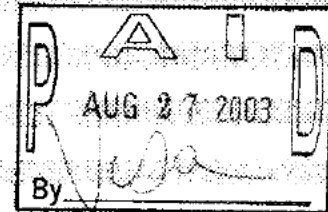
C MISC

	17	MISC					
			509	CM	0.00	0.00	0.00
60419							

Check Radio

Mercedes of North American
1800-367-6372

#13



ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	79.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	79.00
LESS INSURANCE	0.00
SALES TAX	7.31
PLEASE PAY THIS AMOUNT	86.31

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



Mercedes-Benz

MERCEDES-BENZ OF NASHVILLE

535 Murfreesboro Road

Nashville, Tennessee 37210

Telephone (615) 742-5250

Fax: (615) 242-4523

W. Shultz

CUSTOMER NO. [REDACTED]	ADVISOR JOSEPH D NEELEY 109	TAG NO. [REDACTED]	INVOICE DATE 06/15/00	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 29006	COLOR BLACK/GREY
[REDACTED]	YEAR / MAKE / MODEL 97/MERCEDES BENZ/E420W/4 DR		DELIVERY DATE 03/30/96	DELIVERY MILES 26080
NASHVILLE, TN [REDACTED]	VEHICLE I.D. NO. WDBJF72F1VA [REDACTED]		SELLING DEALER NO. 74323	PRODUCTION DATE 02/21/96
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 06/07/00	REPRINT# 2
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS C# 2100721A099778 E# 11998512000784		

JOB# 1 CHARGES

LABOR
J# 1 27MBZ AUTO TRANSMISSION HOURS: 2.00 TECH(S):195 WARRANTY
CLIENT STATES THAT CAR MAKES A THUMPING SOUND WHEN CHANGING GEARS, FROM 1ST TO 2ND ESP. PROBLEM IS INTERMITTENT, BUT IS WORSE IF THE CAR HAS SAT FOR A COUPLE OF HOURS OR OVERNIGHT. ALSO SEEMS TO HESITATE TO WHEN UPSHIFTING AT TIMES AND HAS HAD NO PROBLEMS WITH DOWNSHIFTING. CHECK SHIFT OPS, HHT TEST, RESET SELF ADAPTATIONS.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX MBCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 17MBZ1 MISC HOURS: 0.00 TECH(S):159 195 WARRANTY
MISC. ITEMS FOR SERVICE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX MBCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 46MBZ STEERING HOURS: 4.20 TECH(S):159 195 WARRANTY
CLIENT STATES THE STEERING HAS BEEN MAKING A HUMMING NOISE HAD TOPPED OFF HERE ON A SATURDAY AND HAS NOT HUMMED ANY MORE BUT IS CONCERNED WHERE THE FLUID WENT. CHECK FOR NOISE, PRESSURE TEST WITH GAUGE, REPLACED STEERING RACK AND ALIGN, DC 46481047

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	210-460-25-00	STEERING BOX			WARRANTY
	2	Q-1-46-0001	POWER STEER			WARRANTY
	2	007603-014102	RING, GENERAL			WARRANTY
	2	007603-016105	RING, GENERAL			WARRANTY
TOTAL - PARTS					0.00	

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX MBCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+40MBZBALA BALANCE WHEELS HOURS: 1.00 TECH(S):159 INTERNAL
CUSTOMER REQUEST TO HAVE TIRES ROTATED AND BALANCED. DC=40221208 ROTATED AND BALANCED TIRES

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX MBCS JOB# 4 TOTAL 0.00



Mercedes-Benz

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CUSTOMER NO.	ADVISOR JOSEPH D NEELEY 109	TAG NO.	INVOICE DATE 06/15/00	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR BLACK/GREY	STOCK NO.
	YEAR / MAKE / MODEL 97/MERCEDES BENZ/E420W/4 DR	MILEAGE 29006	DELIVERY DATE 03/30/96	DELIVERY MILES 26080
NASHVILLE, TN	VEHICLE I.D. NO. WDBJF72F1VA	SELLING DEALER NO. 74323	PRODUCTION DATE 02/21/96	
RESIDENCE PHONE	F. T. E. NO.	P. O. NO.	R. O. DATE 06/07/00	REPRINT# 2
BUSINESS PHONE	COMMENTS C# 2100721A099778 E# 11998512000784			

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$48.66 (+TAX)

COMMENTS
LOANER

TOTALS

*****PAID*****

* CASH () *
* CHECK () *
* AMEX () *
* DISC () *
* VISA () *
* M/C () *
* INIT. () *

HAVE ANY QUESTION ABOUT OUR
DEALERSHIP? E-MAIL US AT
service@mbnashville.com
WE WILL RESPOND PROMPTLY TO
YOUR INQUIRY. THANK YOU.
Mercedes-Benz of Nashville
"SERVICE DEPARTMENT"
www.mbnashville.com

WARRANTY ON BODY SHOP REPAIRS COVERED
FOR ONE YEAR ON PARTS AND LABOR.
PAINTWORK FOR LIFE OF VEHICLE.
WARRANTY IS TRANSFERABLE.
CUST SIGNATURE ()

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

CUSTOMER SIGNATURE