

FEB 21 2018

CL-11051743-2736

[REDACTED]
Orange Park, FL
Mobile Te [REDACTED]
Email: [REDACTED]

2nd February 2018

Mr Randy Reid
Chief
Correspondence Research Division
Office of Defects Investigation Enforcement
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Mr Reid

Re: REFERENCE NO. 11058743 - MERCEDES BENZ CLK 350 - VIN WDBTK56GX6T [REDACTED]

Many thanks for your letter received in December 2017. I apologize profusely for the delay in replying but it took some considerable time to get the documents from Mercedes, they eventually replied to my email just a few days ago. They have been the only ones servicing yet could not supply all the documents, interesting enough, he said - and I quote "All other invoices pass 08/10/18 I cannot get access to". Of course the invoices he can't get access to happen to be right in the time frame of when the class action lawsuit was on-going and their offer was expiring. How convenient.

My mother is the owner of the car in question, I am trying to handle this for her due to her increasing anxiety of this situation, she does have congestive heart failure and this has been absolutely crushing news to her.

I have completed the form and corrected some of the entries, as way of brief background I wanted to send you a few notes.

My mother bought the car brand new and has been extremely diligent in keeping the car well maintained - she has had it serviced ONLY at Mercedes every single year and sometimes several times a year, she keeps the car in pristine condition and won't even allow the petrol gauge to drop below half! She absolutely loves her car and bought it with the view of it lasting her for many years. She drives it most days as she has to attend to a lot of doctor appointments, so it is vital for her to have a safe car to get around as she is usually on her own attending the appointments.

We took the car for service in October 2017; a few days before the service noticed an amber light began coming on intermittently saying 'check engine' - it was random and didn't stay on for long, I rang Mercedes and was told that it was indicating the car needed to be serviced. We had it serviced immediately. Following the service, we were told the only work needed to the car during the service was replacing brake fluid, air filter replacement, oil & filter change, and I think a car wash. When the car was returned from service the 'check engine' light was brighter and stayed on permanently, we were frightened to drive it so rang Mercedes immediately and they agreed to look for the cause. They kept me waiting, in the service center, for around 4 hours and then came to tell me the devastating news, that the balance shaft was worn and would need complete replacement. He also told me it was a real shame

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as the warranty for having this done had expired. He explained to me that it would be really dangerous to drive the car long distances and that the balance shaft could fail at any time, from what I understood (and I am not a mechanic) it could mean the car would not turn or respond to anything and it could happen without warning, ie really dangerous for an [REDACTED] year old woman to drive by herself. Within a matter of hours my mom was in the emergency room with heart beating out of control the anxiety this has caused her has been beyond explanation. Sure I understand it is only a car, as many people say, but this was something my mom bought after researching reliable, safe, long lasting vehicles. I don't think 30,000 on the clock can qualify as long lasting. It infuriates me that she has this worry when Mercedes could have could have done the right thing and notified us on time, within the warranty and all of this could have been avoided. Instead they've left her in a precarious position, in that no-one knows when this part will completely fail and be really really dangerous for whomever is driving at that time. That is unacceptable. For a major car manufacturer like Mercedes to have had full knowledge of this fault, to have been sued in a class action lawsuit and to have settled and still never ever have informed my mother of any of this, instead leaving her to run huge risk to her and others.

What further concerns me is I have talked to many mechanics and car geeks, they confirm to me that with the warning light on, Mercedes would have plugged in a computer, which would guide them where the problem was. They didn't indicate if they ran this and they absolutely did NOT tell us when the car was returned from service that the fault was there. I have also been told by several car geeks that it's standard for them to run this system when servicing cars. Further, Mercedes have had a class action lawsuit filed against them and have settled with consumers for this exact car, exact year, exact model and engine number, 272, and they fully knew this during the years she was having it serviced whilst she was still INSIDE her warranty and they still didn't feel it worth checking or mentioning to an elderly woman who knows little about cars. Further, when they were telling me about the fault they knew the situation on this class action and didn't feel the need to tell me. They've treated us with zero fairness, respect or decency. I believe they feel we are just ignorant on cars and will go away, but they got me wrong. I know when I smell a rat... It's a win for them - I guess in that they feel my mom should pay up the nearly \$7,000 quoted.

I rang Mercedes corporate and have recorded all the conversations, after their agreement to such. They were belligerent and at the same time indifferent. I asked them over and over if they understood she owned the car of the exact year, model and engine number affected by the faulty part. Like a robot they just kept repeating her VIN doesn't match, so I tried desperately hard to find out who decided what VINs would be affected, and tried to get a human response from this person - repeating to her how outrageous it was to be told to accept the situation when in fact every single thing to do with this faulty part is in line with my mothers car, repeating this to her over and over again and she just would say 'VIN number doesn't match'. So I wanted to know if they felt happy to sell an elderly woman a brand new car that basically is now not drivable with just 33,000 on the clock - implying that that means they are in the business of selling cars which would last just 33,000 miles before becoming non-drivable, and if they felt it was fair to have withheld information on a major class action lawsuit due to a faulty part on my moms exact car. She refused to answer. They are adamant that her VIN doesn't match and care nothing for the fact that she has a car with a faulty, prematurely aged balance shaft. They even told me

at the dealership that this part would only fail due to a severely poorly maintained car or hundreds of thousands of miles, and said my mom had just been unlucky. The woman at corporate also kept telling me, like a goldfish swimming in a little bowl, that even if my mother's car matched the list of VIN numbers that my mother was too late in replying, so I said well you didn't notify her of the fault, then she'd say well her VIN doesn't match, and even if it did she's too late in replying ... like little Neemo swimming round and round repeating the same dead-end script. Basically what Mercedes want us to have done was to have noted ourselves that 2006 CLK 350, Engine 272 was delivered a faulty Balance Shaft and Mercedes want us to believe the onus is on my mother to have figured this out BEFORE their offer to repair this faulty part expired. No one at Mercedes seems to be able to admit that it would have been impossible absolutely clearly ridiculous for anyone to have thought to themselves, HEY I know what, when I get my car serviced by Mercedes I will ask them to check to see if the engine will still run. Yeah, I guess my mom should have asked that.

The facts are simple: she owns the car of the year affected, the engine affected and her car has been affected by the exact faulty part they have been sued for putting in to these cars.

It seems to me that with someone who has been so diligent in maintaining her car that they could have told her of this faulty part and about the recall, I read somewhere that car manufacturers have the duty to inform owners of the car model and years when there is a major fault even if it is deemed that the owner is not affected due to the VIN etc.

Mercedes corporate offered us \$600 towards the cost of repair and then threatened me that she could recall this offer at any time without warning if I would not agree now, I told her I wanted to research this further and to be honest \$600 is same as 60cents given how much they were expecting my mother to pay for a car that was basically still new in terms of mileage. I work with people driving cars with 200,000 miles on them and no worries. How is it possible for a performance car like Mercedes being completely worthless after just 33,000 miles and dangerous to drive? It is unreal. She also blatantly refused to allow me to speak to anyone else, I have tried to ring back and get someone else but the name of this woman is assigned to our case so that's it.

❖ The recall was for 2005-2008CLK350	❖ Her car is a 2006
❖ The affected engine was for Engine 272	❖ Her car engine number is 272960-30-094859
❖ The affected car (several models) included Mercedes CLK 350	❖ Her car is Mercedes CLK 350
❖ The Problem is Balance shaft failure or guide idler gear wear. Very expensive repair as it requires removing the engine.	❖ They have diagnosed her car needs a new balance shaft.
❖ There is much posted on the internet, and Mercedes themselves told me, that	❖ My mom has had her car serviced exclusively by Mercedes, every single

premature wear can come from not maintaining the car.	year and sometimes several times a year.
❖ Mercedes decided what VIN numbers were affected	❖ My mother was not one of the lucky ones. Oh and a bit of insider protection for Mercedes – they decided what VIN numbers would be affected! How lucky for them!
❖ Final note	❖ In what universe can you be affected by every single thing the company themselves have published regarding this faulty part ie indicating what cars that will be affected ... and you match every single thing on this list ie model, year, engine etc– yet be excluded because they deem your VIN number doesn't match their list? Is that not negligence on their side for failing to correctly include her VIN? Given that every single other factor she matches? I don't get it!

I am sorry for the long letter and for the over-explaining!! But this is so concerning and so frightening for my mom, she feels she has been treated so unfairly by Mercedes. The woman at Mercedes even had the audacity to say to me that IF my mother had been concerned about her balance shaft then she should have asked Mercedes to inspect that part!! How on earth would any layman know to ask this question? WHY would anyone who spent this kind of money on a new car have to ask the service center to check to see if the car was drivable with just \$3,000 on the clock? It is unbelievable.

Yours sincerely,

[REDACTED]
on behalf of [REDACTED] (owner of the car)



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

01-DEC-2017

Repository ☐

Reference No.
11051743

OWNER INFORMATION (Type or Print)

Name **owner is**

Address

City **ORANGE PARK** State **FL** Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
WDBTK56GX6 Make **MERCEDES BENZ** Model **CLK350** Model Year **2006**

Date Purchased **FALL 2005** Dealer's Name and Telephone Number **BRUMAS** (SOLD to FIELD Auto in 2015) Engine: No: Cylinders Fuel Type:

Original Owner ☒ Dealer's City **JACKSONVILLE** State **FL** Zip Code **32225**

Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) **03-NOV-2017**

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 050000 ENGINE (PWS) Failure Mileage **30000** Failure Speed **33,000**

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 ☐ Yes ☒ No Number of Persons Injured Number of Deaths 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 2006 MERCEDES-BENZ CLK350. THE CONTACT STATED THAT THE VEHICLE WAS EQUIPPED WITH A FAULTY BALANCE SHAFT, WHICH ULTIMATELY CAUSED PREMATURE WEAR. AFTER THE VEHICLE WAS SERVICED FOR REGULARLY SCHEDULED MAINTENANCE, THE CHECK ENGINE INDICATOR ILLUMINATED. THE VEHICLE WAS TAKEN TO MERCEDES-BENZ OF ORANGE PARK (7018 BLANDING BLVD, JACKSONVILLE, FL) WHERE IT WAS DIAGNOSED THAT THE BALANCE SHAFT NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 30,000.

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.

CUSTOMER #:



Mercedes-Benz

MERCEDES-BENZ OF ORANGE PARK
7018 BLANDING BLVD.
JACKSONVILLE, FL 32244
PHONE: (904) 777-5900
www.fieldsmercedesorange.com
MV-95750

INVOICE

DUPLICATE 1
PAGE 1

ORANGE PARK, FL

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 201 TED KYPREOS

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
P762-T805		06		MERCEDES BENZ CLK350		WDBTK56GX6T				33383/33383			
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO N		DATE		PAYMENT	
30JUN05 DD				29JUN2009		18:00 03NOV17				149.95		CASH	
R.O. OPENED		READY		OPTIONS:		DLR		ENG: 272960-30-094859				03NOV17	

11:22 03NOV17 13:06 03NOV17

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES CHECK ENGINE LIGHT CAME ON. CHECK AND ADVISE.
112 CUSTOMER HAS BEEN ADVISED OF RECOMMENDED
REPAIRS AND HAS POSTPONED REPAIR AT THIS
TIME

1472 ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)
33383 BALANCE SHAFT CODES 1200 1208 PERFORMED SHORT TEST AND FOUND 0.00
FAULT CODES FOR FAULTY BALANCE SHAFT. ESTIMATE PROVIDED. LABOR 1.0

B PERFORM MULTI POINT INSPECTION

DEC CUSTOMER HAS DECLINED RECOMMENDED REPAIRS OR
MAINTENANCE SERVICES AT THIS TIME.

1472 ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C)
33383 MPI 0.00

C COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

1472 ISP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C)
***** 0.00

ALL REPLACEMENT PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

FS403.718 mandates a \$1.00 fee for each new tire
sold in the State of Florida.

FS403.7185 mandates a \$1.50 fee for each new or
remanufactured battery sold in the State of Florida.

* THIS CHARGE REPRESENTS COSTS AND PROFITS TO
THE MOTOR VEHICLE REPAIR FACILITY FOR
MISCELLANEOUS SHOP SUPPLIES OR WASTE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR
ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY
OTHER CAUSE BEYOND OUR CONTROL. LIMITED
SERVICE: MANUFACTURER PARTS AND ACCESSORIES
WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.

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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES*	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Engine diagnosis warning lamp lights up, fault codes 1200 and 1208 stored in motor electronics control unit.

Topic number	LI03.30-P-050027
Version	3
Function group	03.30 Flywheel, driving disc, vibration damper, starter ring gear
Date	05-19-2015
Validity	Engine 272 in model 164, 171, 203, 209, 211, 219, 221, 230, 251 Engine 273 in model 164, 209, 211, 216, 219, 221, 230 Implementation of series measure changing material for balance shaft sprocket as of engine 2729xx30 468993 as of October 2006 production Implementation of series measure changing material for timing chain guide wheel as of engine 2739xx30 088611 as of September 2006 production
Reason for change	Warranty coding

Complaint:

Engine diagnosis warning lamp lights up, fault codes 1200 and 1208 stored in motor electronics control unit.

Note:

The fault codes are recorded as current and stored in the fault memory. When the fault memory is erased and then the engine is restarted, the fault codes reoccur immediately.

Cause:

Balance shaft sprocket (engine 272) or timing chain guide wheel (engine 273) worn (sprocket damage profile).

Note:

The position of the camshafts of the right cylinder bank relative to the crankshaft is impaired by a worn sprocket on the balance shaft (engine 272) or by a worn guide wheel for the timing chain (engine 273).

Attachments	
File	Description
balance shaft.jpg	Damage profile of sprocket
Anwendung Endoskop.pdf	Check for wear with borescope. (Insert borescope over the right-hand chain slide rail as far as the balance shaft / guide wheel)
Beispielbilder Endoskop Kettenrad.pdf	Example images of balance shaft sprocket (sprocket OK)

Remedy:

1. Remove right front camshaft adjuster cover.
2. Check balance shaft sprocket (engine 272) or timing chain guide wheel (engine 273) for wear using flexible borescope (see attachment sprocket damage profile/ borescope "endoscope" image of sprocket).
3. If worn as in the sprocket damage profile: Continue with step 4.

XENTRY TIPS

If there is no sprocket wear, create a DTS case and contact DTS support.

Note:

Engine repair

4. Replace balance shaft (engine 272) or timing chain guide wheel (engine 273)
5. Install a new chain tensioner (only renew chain tensioner A272 050 01 11 when required).
6. Engine oil and filter change. (Only use engine oils as per Specification 229.1 and 229.3 - use the cheapest engine oil available in the workshop)
7. Drive with engine at high load and rpm for a distance of at least 20 km.

Note:

After repair

8. Engine oil and filter change.
9. Replace camshaft adjustment solenoids.

Note:

The flexible borescope (endoscopes) can be found also at:

<http://gotis.aftersales.mercedes-benz.com> Workshop equipment database : A-01-02.1

Note:

This LI takes precedents on the topics presented and supersedes the previously published DTB S-B-03.30/08. Please refer to other information provided in WIS or in the STAR TekInfo.

Control unit/fault code		
Control unit	Fault code	Fault text
ME 9.7-Motor electronics 9.7 (ME97)	1200	Constant adjustment of exhaust camshaft of right cylinder bank in direction 'Retarded'(P0017)
ME 9.7-Motor electronics 9.7 (ME97)	1208	Constant adjustment of intake camshaft of right cylinder bank in direction 'Retarded'(P0016)

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A2720300413			Guide wheel repair kit	1	REPAIR KIT FOR GUIDE WHEEL M272 2.5L	X
A2720300513			Guide wheel repair kit	1	REPAIR KIT FOR GUIDE WHEEL M272 3.0L	X
A2720300613			Guide wheel repair kit	1	REPAIR KIT FOR GUIDE WHEEL M272 3.5L	X
A2720300713			Guide wheel repair kit	1	REPAIR KIT FOR GUIDE WHEEL M273	X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
54-0650	MAINTAIN VOLTAGE		03043 D1	M272 (6 cylinder)
54-1011	QUICK TEST		03043 D1	M272 (6 cylinder)
54-7989	GROUND LINE		03043 D1	M272 (6 cylinder)
01-5703	RIGHT FRONT CYL HEAD COVER		03043 D1	M272 (6 cylinder)

XENTRY TIPS

02-0001	CHECK BALANCE SHAFT SPROCKET	0.1	03043 D1	M272 (6 cylinder)
01-2800	ENGINE/TRANS R&R		03043 D1	M272 (6 cylinder)
27-2110	DEFLANGE TRANSMISSION		03043 D1	M272 (6 cylinder)
01-4270	ASSEMBLY STAND		03043 D1	M272 (6 cylinder)
03-4731	BALANCE SHAFT		03043 D1	M272 (6 cylinder)
00-6555	FIRST OIL CHANGE		03043 D1	M272 (6 cylinder)
00-9151	TEST DRIVE - IN/OUT MILES, SEPARATE TIME PUNCH		03043 D1	M272 (6 cylinder)
00-6555	SECOND OIL CHANGE		03043 D1	M272 (6 cylinder)
05-7290	4 SOLENOIDS		03043 D1	M272 (6 cylinder)
61-XXXX	ENGINE PANELLING- USE ASRA OP-CODE FOR SPECIFIC MODEL		03043 D1	M272 (6 cylinder)
54-0650	MAINTAIN VOLTAGE		05103 D1	M273 (8 cylinder)
54-1011	QUICK TEST		05103 D1	M273 (8 cylinder)
54-7989	GROUND LINE		05103 D1	M273 (8 cylinder)
01-5703	RIGHT FRONT CYL HEAD COVER		05103 D1	M273 (8 cylinder)
02-0001	CHECK TIMING CHAIN GUIDE WHEEL	0.1	05103 D1	M273 (8 cylinder)
01-8000	TIMING GEAR COVER		05103 D1	M273 (8 cylinder)
05-8052	TIMING CHAIN IDLER SPROCKET		05103 D1	M273 (8 cylinder)
00-6555	FIRST OIL CHANGE		05103 D1	M273 (8 cylinder)
00-9151	TEST DRIVE-IN/OUT MILES, SEPARATE TIME PUNCH		05103 D1	M273 (8 cylinder)
00-6555	SECOND OIL CHANGE		05103 D1	M273 (8 cylinder)
05-7290	4 SOLENOIDS		05103 D1	M273 (8 cylinder)
61-XXXX	ENGINE PANELLING- USE ASRA OP-CODE FOR SPECIFIC MODEL		05103 D1	M273 (8 cylinder)
40-6500	ALIGNMENT CHECK		05103 D1	M273 (8 cylinder)
40-4064	ADJUSTMENT TOE		05103 D1	M273 (8 cylinder)

WIS-References			
Document number	Title	Note	Allocation
AR03.20-P-1000CV	Remove/install balance shaft	Engine 272 in models 204, 207	Remedy
AR03.20-P-1000GZA	Remove/install balance shaft	Engine 272 (except 272.973) in models 164, 251	Remedy
AR03.20-P-1000QB	Remove/install balance shaft	Engine 272 in models 203, 209	Remedy
AR03.20-P-1000RX	Remove/install balance shaft	Engine 272 in model 230	Remedy
AR03.20-P-1000SX	Remove/install balance shaft	Engine 272 in model 221	Remedy
AR03.20-P-1000TS	Remove/install balance shaft	Engine 272 in models 211, 219	Remedy

XENTRY TIPS

AR03.20-P-1000VA	Remove/install balance shaft	Engine 272 in model 171	Remedy
AR05.10-P-7760A	Remove/install timing chain guide wheel	Engine 273	Remedy

Original Customer Requests	Status	Cost	Deferred	Approved
B. PERFORM MULTI POINT INSPECTION		\$0.00		X
C. COMPLIMENTARY QUICK WASH		\$0.00		X
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$5,585.40	\$0.00	\$0.00
Battery Tax		\$0.00		
Tire Tax		\$0.00		
Shop Supplies		\$40.00		
Tax		\$393.78		
Estimate Total		\$6,019.18		

RO#: [REDACTED]

- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect engine mounts
- ✓ Inspect air cleaner element
- ✓ Check engine oil level and condition
- ✓ Check transmission fluid level and condition
- ✓ Inspect reverse light operation
- ✓ Inspect headlight low and high beam operation
- ✓ Inspect heating and air conditioning operation
- ✓ Measure front brake lining thickness
- ✓ Inspect windshield wiper blades
- ✓ Inspect cabin air (HEPA/micro) filter (if equipped)
- ✓ Inspect steering components
- ✓ Inspect engine for oil leaks
- ✓ Inspect cooling system for leaks
- ✓ Inspect sway bar components
- ✓ Right front tire tread depth
- ✓ Check and adjust rear tire pressure
- ✓ Inspect overall tire wear and condition
- ✓ Check hood struts
- ✓ Check condition of shifter bushings
- ✓ Inspect for wheel bearing free play
- ✓ Inspect transmission mounts
- ✓ Fill windshield washer fluid
- ✓ Check engine coolant level and condition
- ✓ Inspect hazard light operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Inspect wiper and washer operation
- ✓ Inspect dash and interior lights
- ✓ Inspect brake system components
- ✓ Perform battery performance test
- ✓ Inspect drive belts
- ✓ Inspect front suspension components
- ✓ Inspect transmission for leaks
- ✓ Inspect fog/driving lights (if equipped)
- ✓ Left front tire tread depth
- ✓ Right rear tire tread depth
- ✓ Windshield for cracks, chips and pitting
- ✓ Check power locking system operation
- ✓ Inspect rear differential fluid level, condition and check for leaks
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check power steering fluid level and condition
- ✓ Check brake fluid level and condition
- ✓ Inspect brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Check horn operation
- ✓ Measure rear brake lining thickness
- ✓ Inspect instrument cluster warning lamps
- ✓ Inspect battery terminals and cables
- ✓ Inspect all hoses and clamps
- ✓ Inspect rear suspension components
- ✓ Inspect brake system for leaks
- ✓ Inspect steering system for leaks
- ✓ Left rear tire tread depth
- ✓ Check and adjust front tire pressure
- ✓ Inspect wheels for damage
- ✓ Check power window operation
- ✓ Inspect spark plugs by mileage & time



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. CUSTOMER STATES CHECK ENGINE LIGHT CAME ON. CHECK AND ADVISE.		\$0.00		X
REPLACE BALANCE SHAFT WITH KIT AND ASSOCIATED PARTS SEE JEREMY (CHECK ENGINE LIGHT BALANCE SHAFT)		\$5,585.40		

RO#: [REDACTED]

Mercedes Benz of Orange Park

7018 Blanding Blvd Jacksonville, FL • (904) 777-5900 • www.mercedesbenzoforange.com



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER STATES CHECK ENGINE LIGHT CAME ON. CHECK AND ADVISE.
(CHECK ENGINE LIGHT BALANCE SHAFT)
- ✓ REPLACE BALANCE SHAFT WITH KIT AND ASSOCIATED PARTS SEE JEREMY
- ✓ B. PERFORM MULTI POINT INSPECTION
- ✓ C. COMPLIMENTARY QUICK WASH



Package Results

EDGE WCI Inspection 4.0 (Mercedes) - READY
GENERAL CUSTOMER USAGE

Passed Task	Observation	Recommendation	Done
Engine Oil Level	Filled to proper level		
Front Brake Pad Thickness	7 mm or greater: Inspect brakes next service		
Rear Brake Pad Thickness	7 mm or greater: Inspect brakes next service		
Left Front Tire Tread	Left front tire tread measures 7/32", 6 MM or greater: Inspect tire next service		
Left Rear Tire Tread	Left rear tire tread measures 7/32", 6 MM or greater: Inspect tire next service		
Right Front Tire Tread	Right front tire tread measures 7/32", 6MM or greater: Inspect tire next service		
Right Rear Tire Tread	Right rear tire tread measures 7/32", 6 MM or greater: Inspect tire next service		
Front Tire Pressure	Tire pressure was set to manufacturer specification - Check tire pressures monthly		
Rear Tire Pressure	Tire pressure was set to manufacturer specification - Check tire pressures monthly		

Passed Tasks

RO#

Mercedes Benz of Orange Park

7018 Blanding Blvd Jacksonville, FL • (904) 777-5900 • www.mercedesbenzoforange.com

Mercedes-Benz of Orange Park



Mercedes-Benz

RECOMMENDED ACTION PLAN™

OUR VALUED CUSTOMER

[REDACTED]
ORANGE PARK, FL
[REDACTED]

Ted Krypreos
Service Consultant

J. Warwin
Certified Technician

YOUR VEHICLE

Year 2006	Make Mercedes-Benz	Model CLK350	Engine Type 3.5L V6 DOHC (MFI)
Odometer 33,383	VIN # WDBTK56GX6T [REDACTED]	License # [REDACTED]	Date 11/3/2017

CUSTOMER #:

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.
JACKSONVILLE, FL 32244
PHONE: (904) 777-5900

www.fieldsmercedesorangepark.com

MV-95750

INVOICE

PAGE 1

ORANGE PARK, FL

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T		33296/33296		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD		29JUN2009	19:00 24OCT17		149.95	CASH	25OCT17
R.O. OPENED		READY	OPTIONS: DLR:		ENG:272960-30-094859		

10:08 24OCT17 09:45 25OCT17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A VALET

VALET VALET

229 CEXP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B SYNTHETIC OIL & FILTER CHANGE

SLOF SYNTHETIC OIL & FILTER CHANGE

229 CEXP 62.98 62.98
1 000-180-26-09 TS FILTER INSERT 16.50 16.50 16.50
1 007603-014106 SEAL RING,VLRUB 2.70 2.70 2.70
9 000-989-83-01-USB9 MB GENUINE ENGINE OIL 5.99 5.99 53.91
5W-40 MB 229.5

PARTS: 73.11 LABOR: 62.98 OTHER: 0.00 TOTAL LINE B: 136.09
33296 OIL AND FILTER PERFORMED OIL AND FILTER CHANGE. LABOR .5HRS

C REPLACE CABIN AIR FILTER

CFILT REPLACE CABIN AIR FILTER

229 CEXP 62.98 62.98
001 203-830-09-18-64 COMBINATION FILTER 50.23 50.23 50.23
PARTS: 50.23 LABOR: 62.98 OTHER: 0.00 TOTAL LINE C: 113.21
33296 CABIN FILTER R/R REPLACED CABIN FILTER. LABOR .5HRS

D PERFORM BRAKE SERVICE

CAUSE: PERFORM BRAKE FLUID EXCHANGE AND BLEED SERVICE, WITH WARRANTY

BF PERFORM BRAKE SERVICE

229 CEXP 125.95 125.95
1 10381 BRAKE CLEAN 3.89 3.89 3.89
1 06012 BRAKE KIT 42.74 42.74 42.74
PARTS: 46.63 LABOR: 125.95 OTHER: 0.00 TOTAL LINE D: 172.58
33296 BRAKE FLUID PERFORMED BRAKE FLUID SERVICE. LABOR 1.0HR

E PERFORM MULTI POINT INSPECTION

MPI PERFORM MULTI POINT INSPECTION

229 CEXP 0.00 0.00

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE		STATEMENT OF DISCLAIMER		DESCRIPTION		TOTALS	
FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.		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.		LABOR AMOUNT			
FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.				PARTS AMOUNT			
*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE				GAS, OIL, LUBE			
				SUBLET AMOUNT			
				SHOP CHARGES*			
				TOTAL CHARGES			
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MANUFACTURER PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.				LESS INSURANCE			
				SALES TAX			
		CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT			

CUSTOMER #:

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.
JACKSONVILLE, FL 32244
PHONE: (904) 777-5900

www.fieldsmercedesorange.com

MV-95750

INVOICE

PAGE 2

ORANGE PARK, FL

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T		33296/33296		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD		29JUN2009	19:00 24OCT17		149.95	CASH	25OCT17
R.O. OPENED		READY	OPTIONS: DLR:		ENG:272960-30-094859		

10:08 24OCT17 09:45 25OCT17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F** COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

	229 CEXP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F: 0.00

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER 9.69

ALL REPLACEMENT PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

ALL PARTS ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.

FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

*THIS CHARGE REPRESENTS COSTS AND PROFITS TO
THE MOTOR VEHICLE REPAIR FACILITY FOR
MISCELLANEOUS SHOP SUPPLIES OR WASTE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR
ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY
OTHER CAUSE BEYOND OUR CONTROL. LIMITED
SERVICE: MANUFACTURER PARTS AND ACCESSORIES
WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.

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.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	251.91
PARTS AMOUNT	169.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES*	9.69
TOTAL CHARGES	431.57
LESS INSURANCE	0.00
SALES TAX	30.21
PLEASE PAY THIS AMOUNT	461.78

CUSTOMER #:

INVOICE



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

MV#66503

PAGE 1

ORANGE PARK, FL

HOME

BUS:

CELL:

SERVICE ADVISOR: 179 ALBERTO DEJESUS

BUS:		CELL:		SERVICE ADDRESS:		LICENSE		MILEAGE IN/OUT		TAG	
COLOR	YEAR	MAKE/MODEL		VIN							
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6				4313/24318			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		RATE	PAYMENT	INV. DATE			
30JUN05 DL		29JUN2009	WAIT 10AUG13				CASH	10AUG13			
R.O. OPENED		READY		OPTIONS:		DLR:		ENG:272960-30-094859			

11:16 10AUG13 13:03 10AUG13

LINE OPCODE TECH TYPE HOURS

A I HEREBY ACKNOWLEDGE THAT I HAVE REMOVED ANY FIRE ARMS AND/OR
PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT MERCEDES-BENZ
OF ORANGE PARK WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN
MY VEHICLE WHILE AT MERCEDES- BENZ OF ORANGE PARK

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS

413 CP			0.00	0.00	TOTAL LINE A:	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	

B PERFORM FLEX SERVICE A

AFLEX PERFORM FLEX SERVICE A

413 CP			119.90	119.90
1 000-180-26-09 TS FILTER INSERT	16.00	16.00	16.00	
1 007603-014106 SEAL RING,VLRUB	1.50	1.50	1.50	
1 001-986-80-71-17 WINDSHIELD WASHER FLUID	3.40	3.40	3.40	
9 Q-1-09-0144 MOBIL 1 FORMULA M 5W40 BULK	6.00	6.00	54.00	
PARTS:	74.90	LABOR:	119.90	OTHER:

TOTAL LINE B: 194.80

24313 SERVICE DUE FLEX A - Mercedes Benz Service Replaced engine
oil and filter Reset maintenance service indicator in instrument
cluster Adjusted tire pressure (including spare wheel) Checked
thickness of brake pads, front and rear Checked thickness, condition of
front and rear brake pads and discs Checked battery condition using
Midtronics MCR 717- tester Activate tire pressuring monitoring system
Checked brake system fluids Checked catch, safety catch and hinges on
engine hood for proper operation Checked coolant level Checked horn,
headlamp flasher, hazard flasher, turn signals Checked power steering
fluids Checked tire sealant expiration date Checked trunk/ cargo area
lighting Checked warning/indicator lamps, illumination and interior
lighting/exterior lighting Checked windshield wipers, windshield washer
system, headlamp cleaning system Cleaned water drain in air/ water duct
Inspected fluid levels for windshield, wiper and washer systems
Inspected tires and record tread depth Visually checked brake system
components, lines, hoses, calipers

C PERFORM MULTI-POINT INSPECTION

LIMITED WARRANTY: The only warranties applying to the part(s)
installed in accordance with this estimate are those that may be
offered by the manufacturer. The seller hereby expressly disclaims
all warranties, either express or implied, including any implied
warranty of merchantability or fitness for a particular purpose, and
neither assumes nor authorizes any other person to assume for it
any liability in connection with the sale of products or service sold
under the terms of this estimate. Seller does not guarantee that the
work performed in accordance with this estimate will correct any
problem specified on the description of the complaint. Parts and
labor are guaranteed for 1 year unlimited mileage, excluding
tune-ups, front end alignments and tire balances.

NOT RESPONSIBLE FOR LOSS
OR DAMAGE TO CARS OR
ARTICLES LEFT IN CARS IN
CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR
CONTROL. A DAILY STORAGE
FEE WILL BE CHARGED THREE
(3) WORKING DAYS AFTER
YOU HAVE BEEN NOTIFIED
WORK ON YOUR VEHICLE HAS
BEEN COMPLETED. THE DAILY
STORAGE FEE IS \$25.00.

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

CUSTOMER COPY

CUSTOMER COPY

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 1

ORANGE PARK, FL

HOME:

CONT:

BUS:

CELL:

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE ADVISOR:		201 FEB 15 10:00	
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T			26063/26075	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30JUN05 DD		29JUN2009	18:45 13FEB15		129.95	CASH	13FEB15
R.O. OPENED		READY	OPTIONS:	DLR:	ENG:272960-30-094859		

11:13 11FEB15	16:23 13FEB15	LIST	NET	TOTAL
LINE	OPCODE	TECH	TYPE	HOURS

A I HEREBY ACKNOWLEDGE THAT I HAVE REMOVED ANY FIRE ARMS AND/OR PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT MERCEDES-BENZ OF ORANGE PARK WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN MY VEHICLE WHILE AT MERCEDES- BENZ OF ORANGE PARK

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS
1623 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE ADDED TO THIS REPAIR ORDER.

76 MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE ADDED TO THIS REPAIR ORDER.

1623 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES LIGHT BULB WARNING LIGHT COMING ON. CHECK AND ADVISE. BULB REPLACE BULB(S)

1623 CP 0.00 0.00
1 000000-008140 BULB 1.60 1.60
PARTS: 1.60 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 1.60
26073 Light bulb Found right front marker light out. Replaced light bulb. Performed function check of all lights.

D CUSTOMER STATES CUP HOLDER IS BROKEN. ADVISE ON REPLACEMENT.

112 CUSTOMER HAS BEEN ADVISED OF RECOMMENDED REPAIRS AND HAS POSTPONED REPAIR AT THIS TIME

1623 CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$28.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 2

ORANGE PARK, FL

HOME

CONT

BUS:

CELL:

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE ADVISOR:		DATE:	
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6T		26063/26075	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DL		29JUN2009	18:45 13FEB15		129.95	CASH	13FEB15
R.O. OPENED		READY	OPTIONS:	DLR:	ENG:272960-30-094859		

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

26075 Repairs declined Cup holder broken. Recommend replacement of cupholder. Customer declined repairs at this time.

E CUSTOMER STATES THERE JERKING WHILE DRIVING FROM A TAKE OFF POSITION.
CHECK AND ADVISE.

60 SEE EXPLANATION OF REPAIRS

1623 CP 0.00 0.00 0.00 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

26075 Can not duplicate customer concern at this time Performed test drive (26063mi - 26070mi). Vehicle transmission operates as designed, nothing abnormal felt. Performed short test. No transmission faults found at this time. No problems found at this time.

F PERFORM FLEX SERVICE B

BFLEX PERFORM FLEX SERVICE B

1623 CPM 252.20 252.20
1 000-180-26-09 TS FILTER INSERT 16.00 16.00 16.00
1 007603-014106 SEAL RING,VLRUB 1.90 1.90 1.90
1 001-986-80-71-17 WINDSHIELD WASHER FLUID 3.70 3.70 3.70
1 203-830-09-18 COMBINATION FILTER 21.50 21.50 21.50
8 Q-1-09-0144 MOBIL 1 FORMULA M 5W40 BULK 6.12 6.12 48.96
PARTS: 92.06 LABOR: 252.20 OTHER: 0.00 TOTAL LINE F: 344.26

26063 Flex B Service FLEX B - Mercedes Benz Service Replaced engine oil and filter Reset maintenance service indicator in instrument cluster Replaced combination or dust filter Adjusted tire pressure (including spare wheel) Checked thickness of brake pads, front and rear Checked thickness, condition of front and rear brake pads and discs Checked battery condition using Midtronics MCR 717- tester Activate tire pressuring monitoring system Checked and correct headlamp setting Checked bodywork for paint work damage Checked brake system fluids Checked catch, safety catch and hinges on engine hood for proper operation Checked chassis and load-bearing body components: Check for damage and corrosion Checked condition of poly-V-belt (if applicable) Checked coolant level Checked horn, headlamp flasher, hazard flasher,

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 3

ORANGE PARK, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
P762-T805		06	MERCEDES BENZ CLK350			WDBTK56GX6T		26063/26075	
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD			29JUN2009	18:45 13FEB15			129.95	CASH	13FEB15
R.O. OPENED		READY		OPTIONS:		DLR: NG:272960-30-094859			

11:13 11FEB15 16:23 13FEB15

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

turn signals Checked parking brake (function test only) Checked power steering fluids Check seat belts for damage and proper function Check tire sealant expiration date Check trunk/ cargo area lighting Checked underbody and engine components for leakage, chafe marks, line routing, damaged components Checked warning/indicator lamps, illumination and interior lighting/exterior lighting Checked windshield wipers, windshield washer system, headlamp cleaning system Cleaned water drain in air/ water duct Inspected fluid levels for windshield, wiper and washer systems

G PERFORM BRAKE SERVICE

BF PERFORM BRAKE SERVICE

1623 CPM

1 SK848 BRAKE FLUSH KIT

PARTS:	37.50	LABOR:	119.00	OTHER:	0.00	TOTAL LINE G:	156.50
--------	-------	--------	--------	--------	------	---------------	--------

26063 Brake fluid service Performed brake fluid service

H PERFORM CAMPAIGN#2012070002 CAM SOLENOID.

CAUSE: F

027325 OPERATIONS: ELECTRICAL WIRING HARNESS FOR

SOLENOID OF CAMSHAFT ADJUSTMENT RETROFIT

ACC. NO.: 59 900 02, CODE:

1623 WM3

4 271-150-01-56-05 ENGINE WIRING HARNESS

4 002-997-24-90 CABLE TIE

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00
--------	------	--------	------	--------	------	---------------	------

26063 Campaign 2012070002 Performed cam solenoid wiring harness campaign. Installed wiring harnesses on cam solenoids.

I PERFORM MULTI-POINT INSPECTION

MPI PERFORM MULTI-POINT INSPECTION

1623 CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I:	0.00
--------	------	--------	------	--------	------	---------------	------

26063 Inspection Performed MPI

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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***SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$28.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax: (904) 253-7340

INVOICE

PAGE 4

ORANGE PARK, FL

HOME BUS: CONT: CELL:

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE ADVISOR:		201 TDD RYRUS		
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6T			26063/26075	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE	
30JUN05 DD		29JUN2009	18:45 13FEB15		129.95	CASH	13FEB15	
R.O. OPENED		READY		OPTIONS:	DLR:	ENG:272960-30-094859		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
J			COMPLIMENTARY QUICK WASH				
			85 COMPLIMENTARY QUICK WASH				
			1623 CP			0.00	0.00
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE J:	0.00

K			VALET				
			VALET VALET				
			1623 CP			0.00	0.00
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE K:	0.00

L**			MOUNT & BALANCE 2 TIRES				
			TIRE2 MOUNT & BALANCE 2 TIRES			42.40	42.40
			1623 CPM				
			2 Q-8-40-1019 CONTINENTAL 245/40R17, SKU,		257.60	257.60	515.20
			0350738, 91W		1.00	1.00	2.00
			2 TT TIRE FEE		2.00	2.00	4.00
			2 TD TIRE DISPOSAL		3.30	3.30	6.60
			2 WW WHEEL WEIGHT				
PARTS:			527.80 LABOR:	42.40 OTHER:	0.00	TOTAL LINE L:	570.20

26075 Mount and balance 2 new rear tires
Mounted and balanced 2 new rear tires. DOT#S: LM8N P2X0 2813 and
LM8N P2X0 2613
LABOR 1.0 HR

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER 28.00
ALL REPLACEMENT PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and
authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.

* SHOP SUPPLY COSTS: We have
added a charge equal to 15% of the
total cost of labor and parts, not to
exceed \$28.00, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state (s.403.718), and a \$1.50
fee to be collected for each new or
remanufactured lead-acid battery sold
in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	413.60
PARTS AMOUNT	658.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	28.00
TOTAL CHARGES	1100.56
LESS INSURANCE	0.00
SALES TAX	77.05
PLEASE PAY THIS AMOUNT	1177.61

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax: (904) 253-7340

INVOICE

PAGE 1

ORANGE PARK, FL

HOME: CONT

BUS: CELL:

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE ADVISOR:				
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6T			26397/26400	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DL		29JUN2009	18:45 20MAY15			129.95	CASH	21MAY15
R.O. OPENED		READY		OPTIONS: DLR:		ENG: 272960-30-094859		

16:17 18MAY15 15:00 21MAY15

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A I HEREBY ACKNOWLEDGE THAT I HAVE REMOVED ANY FIRE ARMS AND/OR
PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT MERCEDES-BENZ
OF ORANGE PARK WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN
MY VEHICLE WHILE AT MERCEDES- BENZ OF ORANGE PARK

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS

1156 CP 0.00 0.00 0.00 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B **VALET**MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO
YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT
RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE
ADDED TO THIS REPAIR ORDER.

76 MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE
BEING MADE TO YOUR VEHICLE AT A VALUE OF
\$50.00 PER DAY. IF LOANER IS NOT RETURNED ON
FINISHED DATE A CHARGE OF \$100.00 PER DAY
WILL BE ADDED TO THIS REPAIR ORDER.

1156 CP 0.00 0.00 0.00 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES FRONT TIRE ON DRIVER'S SIDE HAS A BUBBLE ON SIDEWALL.
CHECK AND ADVISE.

TIRE2 MOUNT & BALANCE 2 TIRES

1156 CP 42.40 42.40
2 Q-8-40-1018 CONTINENTAL 225/45/R17,SKU,
0350737, 91W 211.60 210.00 420.00
2 TT TIRE FEE 1.00 1.00 2.00
2 WW WHEEL WEIGHT 3.30 3.30 6.60
2 TD TIRE DISPOSAL 2.00 2.00 4.00
PARTS: 432.60 LABOR: 42.40 OTHER: 0.00 TOTAL LINE C: 475.00

26397 sidewall bubble front tires are from 2010 and are no longer
available. mounted and balanced 2 new front tires. new dot# LM7R P2X0
2413,

**WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
THIS REPAIR INVOICE.**

By signing below, you acknowledge that you were notified of and
authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.

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added a charge equal to 15% of the
total cost of labor and parts, not to
exceed \$28.00, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state (s.403.719), and a \$1.50
fee to be collected for each new or
remanufactured lead-acid battery sold
in the state (s.403.7165).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 2

ORANGE PARK, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		COLOR		YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT		TAG	
P762-T805		06		MERCEDES BENZ CLK350		WDBTK56GX6			26397/26400			
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
30JUN05 DD				29JUN2009		18:45 20MAY15				129.95	CASH	21MAY15
R.O. OPENED			READY			OPTIONS:		DLR:		ENG: 272960-30-094859		

16:17 18MAY15 15:00 21MAY15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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D PERFORM MULTI-POINT INSPECTION

MPI PERFORM MULTI-POINT INSPECTION

1156	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

26397 multi point inspection multi point inspection

E COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

1156	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F VALET

VALET VALET

1156	CP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

G** PER TECH RECOMMENDATION REPLACE SWAY BAR LINKS

323328 LINK RODS (BOTH) FOR FRONT STABILIZER BAR

REPLACE

1156	CP					159.95	159.95
2	203-320-28-89	TORSION BAR LINKAGE			67.00	67.00	134.00
4	913023-010002	NUT			2.20	2.20	8.80
PARTS:	142.80	LABOR:	159.95	OTHER:	0.00	TOTAL LINE G:	302.75

26400 sway bar end links torn during inspection found sway bar end links torn and worn. replaced both front sway bar end links. labor 1.2hrs

H** REPLACE CAMSHAFT PLUGS SEALS PER TECHNICIAN RECOMMENDATION

015736 COVER OF CAMSHAFT AT REAR OF CYLINDER HEAD

REPLACE

1156	CP					129.95	129.95
001	000-998-56-90	EXPANSION PLUG			6.50	6.50	6.50
002	000-998-65-90	CLOSING COVER			3.90	3.90	7.80
PARTS:	14.30	LABOR:	129.95	OTHER:	0.00	TOTAL LINE H:	144.25

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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* SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$28.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 3

Repair Shop Registration Number:

ORANGE PARK, FL.

HOME: CONTI

BUS: CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG
P762-T805		06	MERCEDES BENZ CLK350		WDBTK56GX6T				26397/26400		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
30JUN05 DE			29JUN2009	18:45 20MAY15				129.95	CASH	21MAY15	
R.O. OPENED			READY		OPTIONS: DLR:		ENG: 272960-30-094859				

16:17 18MAY15 15:00 21MAY15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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26400 cam plugs leaking during inspection found camshaft plugs
leaking. r&r engine air filter housing, replaced cam plugs on both
cylinder head cam plugs. labor 1.0hr

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER 28.00
ALL REPLACEMENT PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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exceed \$28.00, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state (s.403.718), and a \$1.50
fee to be collected for each new or
remanufactured lead-acid battery sold
in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	332.30
			PARTS AMOUNT	589.70
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	28.00
			TOTAL CHARGES	950.00
			LESS INSURANCE	0.00
			SALES TAX	66.50
			PLEASE PAY THIS AMOUNT	1016.50

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax: (904) 253-7340

INVOICE

PAGE 1

ORANGE PARK, FL

HOME: [REDACTED] ONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE ADVISOR:		201 TLD		RANGE	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6T			26397/26400		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		RATE	PAYMENT	INV. DATE	
30JUN05 DD		29JUN2009	18:45 20MAY15			129.95	CASH	21MAY15	
R.O. OPENED		READY		OPTIONS: DLR		ENG: 272960-30-094859			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A I HEREBY ACKNOWLEDGE THAT I HAVE REMOVED ANY FIRE ARMS AND/OR PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT MERCEDES-BENZ OF ORANGE PARK WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN MY VEHICLE WHILE AT MERCEDES- BENZ OF ORANGE PARK

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS

1156 CP 0.00 0.00 0.00 0.00 TOTAL LINE A: 0.00

B **VALET**MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE ADDED TO THIS REPAIR ORDER.

76 MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE ADDED TO THIS REPAIR ORDER.

1156 CP 0.00 0.00 0.00 0.00 TOTAL LINE B: 0.00

C CUSTOMER STATES FRONT TIRE ON DRIVER'S SIDE HAS A BUBBLE ON SIDEWALL. CHECK AND ADVISE.

TIRE2 MOUNT & BALANCE 2 TIRES

1156 CP 42.40 42.40
2 Q-8-40-1018 CONTINENTAL 225/45/R17,SKU, 211.60 210.00 420.00
0350737, 91W 1.00 1.00 2.00
2 TT TIRE FEE 3.30 3.30 6.60
2 WW WHEEL WEIGHT 2.00 2.00 4.00
2 TD TIRE DISPOSAL

PARTS: 432.60 LABOR: 42.40 OTHER: 0.00 TOTAL LINE C: 475.00

26397 sidewall bubble front tires are from 2010 and are no longer available. mounted and balanced 2 new front tires. new dot# LM7R P2X0 2413,

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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*SHOP SUPPLY COSTS: We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$20.00, to this Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7105).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 2

ORANGE PARK, FL

HOME: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE ADVISOR:		201 112		201 112	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX67			26397/26400		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30JUN05 DD		29JUN2009	18:45 20MAY15			129.95	CASH	21MAY15	
R.O. OPENED		READY		OPTIONS: DLR:		ENG:272960-30-094859			

16:17 18MAY15	15:00 21MAY15	LIST	NET	TOTAL
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LINE OPCODE TECH TYPE HOURS

D PERFORM MULTI-POINT INSPECTION

MPI PERFORM MULTI-POINT INSPECTION

1156 CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
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26397 multi point inspection multi point inspection

E COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

1156 CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

F VALET

VALET VALET

1156 CP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
--------	------	--------	------	--------	------	---------------	------

G** PER TECH RECOMMENDATION REPLACE SWAY BAR LINKS

323328 LINK RODS (BOTH) FOR FRONT STABILIZER BAR

REPLACE

1156 CP

2 203-320-28-89 TORSION BAR LINKAGE

159.95 159.95

4 913023-010002 NUT

67.00 67.00 134.00

2.20 2.20 8.80

PARTS:	142.80	LABOR:	159.95	OTHER:	0.00	TOTAL LINE G:	302.75
--------	--------	--------	--------	--------	------	---------------	--------

26400 sway bar end links torn during inspection found sway bar end links torn and worn. replaced both front sway bar end links. labor 1.2hrs

H** REPLACE CAMSHAFT PLUGS SEALS PER TECHNICIAN RECOMMENDATION

015736 COVER OF CAMSHAFT AT REAR OF CYLINDER HEAD

REPLACE

1156 CP

001 000-998-56-90 EXPANSION PLUG

129.95 129.95

002 000-998-65-90 CLOSING COVER

6.50 6.50 6.50

3.90 3.90 7.80

PARTS:	14.30	LABOR:	129.95	OTHER:	0.00	TOTAL LINE H:	144.25
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WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 3

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

ORANGE PARK, FL

HOME:

CONT

BUS:

CELL:

BUS:		CELL:		SERVICE:					
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6			26397/26400		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30JUN05 DE		29JUN2009	18:45 20MAY15			129.95	CASH	21MAY15	
R.O. OPENED		READY		OPTIONS:	DLR:	ENG:272960-30-094859			

16:17 18MAY15 15:00 21MAY15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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26400 cam plugs leaking during inspection found camshaft plugs
leaking. r&r engine air filter housing, replaced cam plugs on both
cylinder head cam plugs. labor 1.0hr

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER 28.00
ALL REPLACEMENT PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

**WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
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profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state [s.403.718], and a \$1.50
fee to be collected for each new or
remanufactured lead-acid battery sold
in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	332.30
PARTS AMOUNT	589.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	28.00
TOTAL CHARGES	950.00
LESS INSURANCE	0.00
SALES TAX	66.50
PLEASE PAY THIS AMOUNT	1016.50

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax: (904) 253-7340

INVOICE

PAGE 1

ORANGE PARK, FL

HOME: [REDACTED]

BUS: [REDACTED]

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

BUS:		CELL:		SERVICE:					
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6T			26421/26421		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30JUN05 DD		29JUN2009	18:00 03JUN15			129.95	CASH	08JUN15	
R.O. OPENED		READY		OPTIONS: DLR:		ENG:272960-30-094859			

08:31 03JUN15 14:34 08JUN15

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

A I HEREBY ACKNOWLEDGE THAT I HAVE REMOVED ANY FIRE ARMS AND/OR
PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT MERCEDES-BENZ
OF ORANGE PARK WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN
MY VEHICLE WHILE AT MERCEDES- BENZ OF ORANGE PARK

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B **VALET**MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO
YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT
RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE
ADDED TO THIS REPAIR ORDER.

76 MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE
BEING MADE TO YOUR VEHICLE AT A VALUE OF
\$50.00 PER DAY. IF LOANER IS NOT RETURNED ON
FINISHED DATE A CHARGE OF \$100.00 PER DAY
WILL BE ADDED TO THIS REPAIR ORDER.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

C CUSTOMER STATES REAR TRUNK PARTICIAN DOES NOT STAY IN THE DOWN
POSITION. CHECK AND ADVISE.

60 SEE EXPLANATION OF REPAIRS

PARTS:	97.00	LABOR:	406.95	OTHER:	0.00	TOTAL LINE C:	503.95
--------	-------	--------	--------	--------	------	---------------	--------

26421 rear partition shocks found rear partition shocks worn out.
removed trunk liner. replaced shocks. reinstalled trunk liner.
performed function check to verify repair

D PERFORM MULTI-POINT INSPECTION

MPI PERFORM MULTI-POINT INSPECTION

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and
authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.

*SHOP SUPPLY COSTS: We have
added a charge equal to 15% of the
total cost of labor and parts, not to
exceed \$28.00, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state (s.403.718), and a \$1.50
fee to be collected for each new or
remanufactured lead-acid battery sold
in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

Mercedes-Benz of Orange Park
7018 Blanding Blvd.
Jacksonville, Florida 32244
Direct Parts: (904) 253-7341
Fax# (904) 253-7340

INVOICE

PAGE 2

Repair Shop Registration Number:

SERVICE ADVISOR: 201 TED KYPREOS

ORANGE PARK FL

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T [REDACTED]	[REDACTED]	26421/26421	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO	RATE	PAYMENT	INV. DATE
30JUN05 DD		29JUN2009	18:00 03JUN15	[REDACTED]	129.95	CASH	08JUN15
R.O. OPENED		READY	OPTIONS:	DLR: [REDACTED]	ENG: 272960-30-094859		

08:31 03JUN15 14:34 08JUN15

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

26421 inspection performed mpi.

E COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
--------	------	--------	------	--------	------	---------------	------

F VALET

VALET VALET

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00
--------	------	--------	------	--------	------	---------------	------

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER 28.00

ALL REPLACEMENT PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*** SHOP SUPPLY COSTS:** We have added a charge equal to 15% of the total cost of labor and parts, not to exceed \$28.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (\$403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	406.95
PARTS AMOUNT	97.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	28.00
TOTAL CHARGES	531.95
LESS INSURANCE	0.00
SALES TAX	37.24
PLEASE PAY THIS AMOUNT	569.19

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



Mercedes-Benz

MERCEDES-BENZ OF ORANGE PARK

 7018 BLANDING BLVD.
 JACKSONVILLE, FL 32244
 PHONE: (904) 777-5900

www.fieldsmercedesorangepark.com

MV-95750

INVOICE

PAGE 1

ORANGE PARK, FL

HOME: [REDACTED] ONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T	[REDACTED]	27324/27324	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
30JUN05 DE		29JUN2009	17:00 04AUG16		144.95 CASH	04AUG16
R.O. OPENED	READY	OPTIONS:	DLR: [REDACTED]	ENG: 272960-30-094859		

11:11 04AUG16 13:05 04AUG16

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

A PERFORM FLEX SERVICE A

AFLEX PERFORM FLEX SERVICE A

1623 CPM

1 000-180-26-09 TS FILTER INSERT	16.00	132.00	132.00
1 007603-014106 SEAL RING, VLRUB	1.90	1.90	1.90
1 000-986-20-00-09 WINDSHIELD WASHER FLUID	4.40	4.40	4.40
9 000-989-83-01-USB9 MB GENUINE ENGINE OIL			
5W-40 MB 229.5	5.99	5.99	53.91

PARTS: 76.21 LABOR: 132.00 OTHER: 0.00 TOTAL LINE A: 208.21

27326 FLEX A SERVICE FLEX A - Mercedes Benz Service Replaced engine oil and filter Reset maintenance service indicator in instrument cluster Adjusted tire pressure (including spare wheel) Checked thickness of brake pads, front and rear Checked thickness, condition of front and rear brake pads and discs Checked battery condition using Midtronics MCR 717- tester Activate tire pressuring monitoring system Checked brake system fluids Checked catch, safety catch and hinges on engine hood for proper operation Checked coolant level Checked horn, headlamp flasher, hazard flasher, turn signals Checked power steering fluids Checked tire sealant expiration date Checked trunk/ cargo area lighting Checked warning/indicator lamps, illumination and interior lighting/exterior lighting Checked windshield wipers, windshield washer system, headlamp cleaning system Cleaned water drain in air/ water duct Inspected fluid levels for windshield, wiper and washer systems Inspected tires and record tread depth Visually checked brake system components, lines, hoses, calipers

B** PERFORM MULTI POINT INSPECTION

MPI PERFORM MULTI POINT INSPECTION

1623 CP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

27326 MPI PERFORMED MPI

C** COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item. 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. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MERCEDES-BENZ PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILEAGE. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
*THIS CHARGE REPRESENTS COST AND PROFITS TO THE MOTOR VEHICLE FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #:



Mercedes-Benz

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.

JACKSONVILLE, FL 32244

PHONE: (904) 777-5900

www.fieldsmercedesorangepark.com

MV-95750

INVOICE

PAGE 2

ORANGE PARK, FL

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX67		27324/27326		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD		29JUN2009	17:00 04AUG16		144.95	CASH	04AUG16
R.O. OPENED		READY	OPTIONS:	DLR:	ENG:272960-30-094859		

11:11 04AUG16 13:05 04AUG16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
		1623	CP			0.00	0.00	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

D** VALET

VALET VALET

	1623	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E** **VALET**MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE ADDED TO THIS REPAIR ORDER.

76 MB LOANER VEH BEING PROVIDED WHILE REPAIRS ARE BEING MADE TO YOUR VEHICLE AT A VALUE OF \$50.00 PER DAY. IF LOANER IS NOT RETURNED ON FINISHED DATE A CHARGE OF \$100.00 PER DAY WILL BE ADDED TO THIS REPAIR ORDER.

	1623	CP				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER 19.80

ALL REPLACEMENT PARTS ARE NEW UNLESS OTHERWISE INDICATED

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item. 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. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MERCEDES-BENZ PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILEAGE. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.	DESCRIPTION	TOTALS
		LABOR AMOUNT	132.00
*THIS CHARGE REPRESENTS COST AND PROFITS TO THE MOTOR VEHICLE FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL.	CUSTOMER SIGNATURE	PARTS AMOUNT	76.21
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	19.80
		TOTAL CHARGES	228.01
		LESS INSURANCE	0.00
		SALES TAX	15.96
		PLEASE PAY THIS AMOUNT	243.97

CUSTOMER

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.
JACKSONVILLE, FL 32244
PHONE: (904) 777-5900

www.fieldsmercedesorange.com

MV-95750

INVOICE

PAGE 1

ORANGE PARK, FL

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T		33296/33296		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD		29JUN2009	19:00 24OCT17		149.95	CASH	25OCT17
R.O. OPENED		READY	OPTIONS: DLR		ENG: 272960-30-094859		

10:08 24OCT17 09:45 25OCT17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	VALET						
VALET VALET							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B SYNTHETIC OIL & FILTER CHANGE							
SLOF SYNTHETIC OIL & FILTER CHANGE							
	229	CEXP				62.98	62.98
	1	000-180-26-09	TS FILTER INSERT		16.50	16.50	16.50
	1	007603-014106	SEAL RING, VLRUB		2.70	2.70	2.70
	9	000-989-83-01-USB9	MB GENUINE ENGINE OIL				
	5W-40	MB 229.5			5.99	5.99	53.91
PARTS:	73.11	LABOR:	62.98	OTHER:	0.00	TOTAL LINE B:	136.09
33296 OIL AND FILTER PERFORMED OIL AND FILTER CHANGE. LABOR .5HRS							

C REPLACE CABIN AIR FILTER							
CFILT REPLACE CABIN AIR FILTER							
	229	CEXP				62.98	62.98
	001	203-830-09-18-64	COMBINATION FILTER		50.23	50.23	50.23
PARTS:	50.23	LABOR:	62.98	OTHER:	0.00	TOTAL LINE C:	113.21
33296 CABIN FILTER R/R REPLACED CABIN FILTER. LABOR .5HRS							

D PERFORM BRAKE SERVICE							
CAUSE: PERFORM BRAKE FLUID EXCHANGE AND BLEED SERVICE, WITH WARRANTY							
BF PERFORM BRAKE SERVICE							
	229	CEXP				125.95	125.95
	1	10381	BRAKE CLEAN		3.89	3.89	3.89
	1	06012	BRAKE KIT		42.74	42.74	42.74
PARTS:	46.63	LABOR:	125.95	OTHER:	0.00	TOTAL LINE D:	172.58
33296 BRAKE FLUID PERFORMED BRAKE FLUID SERVICE. LABOR 1.0HR							

E PERFORM MULTI POINT INSPECTION							
MPI PERFORM MULTI POINT INSPECTION							
	229	CEXP				0.00	0.00

ALL PARTS ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.

FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

* THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MANUFACTURER PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.

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.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

SHOP CHARGES*

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

CUSTOMER #

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.
JACKSONVILLE, FL 32244
PHONE: (904) 777-5900

www.fieldsmercedesorange.com

MV-95750

INVOICE

PAGE 2

ORANGE PARK, FL

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
P762-T805	06	MERCEDES BENZ CLK350		WDBTK56GX6T			33296/33296		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30JUN05 DD		29JUN2009	19:00 24OCT17			149.95	CASH	25OCT17	
R.O. OPENED		READY		OPTIONS:	DLR	ENG: 272960-30-094859			

10:08 24OCT17 09:45 25OCT17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

F** COMPLIMENTARY QUICK WASH								
85 COMPLIMENTARY QUICK WASH								
229 CEXP								
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER							9.69	
ALL REPLACEMENT PARTS ARE NEW UNLESS OTHERWISE INDICATED.								

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.

FS403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

* THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MANUFACTURER PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	251.91
PARTS AMOUNT	169.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES*	9.69
TOTAL CHARGES	431.57
LESS INSURANCE	0.00
SALES TAX	30.21
PLEASE PAY THIS AMOUNT	461.78

CUSTOMER COPY

CUSTOMER #:

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.

JACKSONVILLE, FL 32244

PHONE: (904) 777-5900

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MV-95750

INVOICE

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ORANGE PARK, FL

HOME:

CONT

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
P762-T805		06	MERCEDES BENZ CLK350		WDBTK56GX6T		33296/33296		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PON	RATE	PAYMENT	INV. DATE
30JUN05 DD			29JUN2009	19:00 24OCT17			149.95	CASH	25OCT17
R.O. OPENED			READY		OPTIONS:	DLR:	ENG: 272960-30-094859		

10:08 24OCT17 09:45 25OCT17

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

A VALET

VALET VALET

229 CEXP					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:

B SYNTHETIC OIL & FILTER CHANGE

SLOF SYNTHETIC OIL & FILTER CHANGE

229 CEXP

1 000-180-26-09 TS FILTER INSERT	16.50	16.50	16.50
1 007603-014106 SEAL RING, VLRUB	2.70	2.70	2.70
9 000-989-83-01-USB9 MB GENUINE ENGINE OIL			
5W-40 MB 229.5	5.99	5.99	53.91

PARTS:	73.11	LABOR:	62.98	OTHER:	0.00	TOTAL LINE B:	136.09
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33296 OIL AND FILTER PERFORMED OIL AND FILTER CHANGE. LABOR .5HRS

C REPLACE CABIN AIR FILTER

CFILT REPLACE CABIN AIR FILTER

229 CEXP

001 203-830-09-18-64 COMBINATION FILTER	50.23	50.23	50.23
---	-------	-------	-------

PARTS:	50.23	LABOR:	62.98	OTHER:	0.00	TOTAL LINE C:	113.21
--------	-------	--------	-------	--------	------	---------------	--------

33296 CABIN FILTER R/R REPLACED CABIN FILTER. LABOR .5HRS

D PERFORM BRAKE SERVICE

CAUSE: PERFORM BRAKE FLUID EXCHANGE AND BLEED SERVICE, WITH WARRANTY

BF PERFORM BRAKE SERVICE

229 CEXP

1 10381 BRAKE CLEAN	3.89	3.89	3.89
1 06012 BRAKE KIT	42.74	42.74	42.74

PARTS:	46.63	LABOR:	125.95	OTHER:	0.00	TOTAL LINE D:	172.58
--------	-------	--------	--------	--------	------	---------------	--------

33296 BRAKE FLUID PERFORMED BRAKE FLUID SERVICE. LABOR 1.0HR

E PERFORM MULTI POINT INSPECTION

MPI PERFORM MULTI POINT INSPECTION

229 CEXP

0.00 0.00

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.	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.	LABOR AMOUNT	
FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.		PARTS AMOUNT	
* THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		SHOP CHARGES*	
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MANUFACTURER PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.		TOTAL CHARGES	
		LESS INSURANCE	
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #:

MERCEDES-BENZ OF ORANGE PARK

7018 BLANDING BLVD.

JACKSONVILLE, FL 32244

PHONE: (904) 777-5900

www.fieldsmercedesorange.com

MV-95750

INVOICE

PAGE 2

ORANGE PARK, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 201 TED KYPREOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
P762-T805	06	MERCEDES BENZ CLK350	WDBTK56GX6T		33296/33296		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN05 DD		29JUN2009	19:00 24OCT17		149.95	CASH	25OCT17
R.O. OPENED		READY	OPTIONS: DLR:		ENG: 272960-30-094859		

10:08 24OCT17 09:45 25OCT17

LINE OPCODE TECH TYPE HOURS

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

F** COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

229 CEXP

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

CUSTOMER PAY SHOP SUPPLIES/HAZARDOUS WASTE DISPOSAL FOR REPAIR ORDER

ALL REPLACEMENT PARTS ARE NEW UNLESS OTHERWISE INDICATED.

9.69

ALL PARTS ARE NEW OR FACTORY REBUILT
UNLESS SPECIFIED OTHERWISE

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.

FS403.718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

* THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. LIMITED SERVICE: MANUFACTURER PARTS AND ACCESSORIES WARRANTY IS FOR 12 MONTHS, UNLIMITED MILES.

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.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	251.91
PARTS AMOUNT	169.97
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES*	9.69
TOTAL CHARGES	431.57
LESS INSURANCE	0.00
SALES TAX	30.21
PLEASE PAY THIS AMOUNT	461.78

MR RANDY REID

CHIEF

CORRESPONDENCE RESEARCH DIVISION
OFFICE of DEFECTS INVESTIGATION ENFORCEMENT
1200 NEW JERSEY AVENUE SE
WASHINGTON, DC 20590

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MR RANDY REID - CHIEF
1200 NEW JERSEY AVE SE
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WASHINGTON DC 20590-0001

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