

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 15-MAR-2021 JUN 24 2021	Repository ☐ Reference No. 11403060
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City FONTANA	State CA	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 WDDVP9AB2EJC [REDACTED]		Make MERCEDES BENZ	Model B250E
		Model Year 2014	
Date Purchased 11/2016	Dealer's Name and Telephone Number CAR MAX (626) 447-8189		Engine: No: Cylinders
Original Owner ☐	Dealer's City Ontario	State CA	Fuel Type: Electric
Transmission Type ☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 22-FEB-2021
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 36700	Failure Speed 30
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 2014 MERCEDES BENZ B250E. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 30 MPH, THE BATTERY LIGHT FLASHED AS THE VEHICLE BEGAN TO LOSE POWER. DESPITE THE FAILURE, THE CONTACT WAS ABLE TO COAST THE VEHICLE TO HER HOME. THE NEXT DAY, MULTIPLE ATTEMPTS WERE MADE TO START THE VEHICLE AS SEVERAL WARNING LIGHTS APPEARED ON THE INSTRUMENT PANEL. DUE TO THE FAILURE, THE CONTACT HAD THE VEHICLE TOWED TO MERCEDES-BENZ OF ONTARIO (3787 E GUASTI RD, ONTARIO, CA 91761) WHERE THEY DIAGNOSED THE VEHICLE WITH A DEFECTIVE DRIVE ELECTRIC MOTOR INTERNAL FAULT AS WELL AS A DEFECTIVE DC CONVERTER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BUT, OFFERED NO ASSISTANCE. THE VEHICLE WAS NOT REPAIRED AND REMAINED AT THE DEALER. THE FAILURE MILEAGE WAS 36,700.			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY			
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.			

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

The car lose power as I was exiting the freeway.
The next day I tried to start the car & it started
the battery fail, steering wheel fail, brake
total system failure. I had just replaced the battery
6 months prior.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

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

CUSTOMER #:

MERCEDES-BENZ

OF ONTARIO

3787 E. Guasti Rd. · Ontario, CA 91764
Phone (909) 212-8500 · Fax (909) 212-8598
www.mbonario.com

INVOICE

PAGE 2

OPEN
MON-FRI 7:00 AM to 7:00 PM
SAT 7:00 AM to 4:00 PM

FONTANA, CA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 250656 KEVIN CHIEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	14	OSHKOSH B	WDDVP9AB2E		36016/36016	T8030	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY15 IS		28MAY2019	19:00 28OCT20		215.00	CASH	29OCT20
R.O. OPENED		READY		OPTIONS. ENG:Electric			
28OCT20		29OCT20					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Right Front PSI 38XX Left Front PSI 38XX Right Rear PSI X38X
Left Rear PSI 38XX

E** Battery - Replace (After Test)

EL10 Battery - Replace (After Test)

586 CP

90.00

90.00

BATFEE CALIFORNIA BATTERY FEE

1.00

1.00

1 001-982-79-08-26 STARTER BATTERY

352.80

352.80

352.80

1 BATFEE CALIFORNIA BATTERY FEE

1.00

1.00

1.00

PARTS: 352.80 LABOR: 90.00 OTHER: 2.00 TOTAL LINE E: 444.80

36016 12 VOLT BATTERY DEFECTIVE. 1.00 INSPECTED AND TESTED VEHICLE
CHARGING SYSTEM, REMOVED OLD VEHICLE BATTERY, CLEANED CABLE ENDS AND
BATTERY TERMINALS, AND INSTALLED NEW OEM BATTERY. RESET ALL CONVENIENCE
FEATURES.

EST: 442.80

29OCT20 12:57 SA: 250656

CONTACT:

EST: 0.00

28OCT20 13:17 SA: 250656

CONTACT:

BDC APPT CREATED 2020-10-27

01:00:00PM TAKEN BY JASON

DAVIS

NOTICE TO CONSUMER

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

SUPPLIES-a charge is included for supplies used on your vehicle. Applicable supply items include: Nuts, bolts, washers, tape, pins, aerospray, solvent, cleaners, solder, battery cleaner, wire, sealers, fasteners, fittings, misc. fluids, lubricants, connectors, etc.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	90.00
PARTS AMOUNT	352.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.00
TOTAL CHARGES	444.80
LESS INSURANCE	0.00
SALES TAX	27.34
PLEASE PAY THIS AMOUNT	472.14

BAR # ARD 269917 EPA: CAL000375246

CUSTOMER #:

MERCEDES-BENZ

OF ONTARIO

3787 E. Guasti Rd. • Ontario, CA 91761
Phone (909) 212-8500 • Fax (909) 212-8598
www.mbontario.com

INVOICE

FONTANA, CA

PAGE 1

OPEN
MON-FRI 7:00 AM to 7:00 PM
SAT 7:00 AM to 4:00 PM

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 250696 PATTI MAGGARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	14	MERCEDES-BENZ B ED	WDDVP9AB2EJ		36641/36641	T8382	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY15 IS		28MAY2019	19:00 25MAR21		215.00	CASH	23MAR21
R.O. OPENED		READY	OPTIONS: ENG:Electric				
01MAR21		23MAR21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A RECALL 2018030002: STEERING COLUMN MODULE GROUND/MANUAL STEERING
COLUMN ADJUSTMENT

CAUSE:

022083 OPERATIONS: CHECK STEERING COLUMN ACC.

NO.: , CODE:

140 W

1 099-546-00-00 CONTACT BRIDGE

(N/C)

1 205-464-01-00 INSULATION STEERING

(N/C)

WHEEL

1 099-546-00-00 CONTACT BRIDGE

(N/C)

(N/C)

022084 OPERATIONS: REWORK MANUALLY ADJUSTABLE

STEERING COLUMN (AFTER CHECK) ACC. NO.:

, CODE:

140 W

(N/C)

022193 OPERATIONS: PERFORM POWER

DISCONNECT/INITIAL STARTUP FORHIGH-VOLTAGE

ON-BOARD ELECTRICAL SYSTEM ACC. NO.:

140 W

(N/C)

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

0.00

36641 open campaign performed open campaign, connect sds, connect
battery charger, performed HV power down, installed contact bridge and
protective ring, re installed in reverse order and torque all related
components to specs, performed HV power up.

B GUEST STATES SHE WILL BE ARRIVING WITH THE TOW

TOW VEHICLE HAS BEEN RECEIVED WITHOUT GUEST

PRESENT AND IS CONSIDERED AN "UNUSUAL

CIRCUMSTANCE" AS OUTLINED IN BAR REGULATIONS

9884.9

140 ISP

(N/C)

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

0.00

C GUEST STATES THE VEHICLE HAS A BATTERY LIGHT AND THE CAR WILL NOT
START, PLEASE ADVISE

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and/or increase in the original estimate price. I also acknowledge and approve all repairs as
itemized and/or receipt of vehicle.

SUPPLIES-a charge is included for supplies used on your vehicle. Applicable supply items include:
Nuts, bolts, washers, tape, pins, aerospray, solvent, cleaners, solder, battery cleaner, wire,
sealers, fasteners, fittings, misc. fluids, lubricants, connectors, etc.

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

BAR # ARD 269917 EPA: CAL000375245

MERCEDES-BENZ

OF ONTARIO

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INVOICE

PAGE 2

OPEN
MON-FRI 7:00 AM to 7:00 PM
SAT 7:00 AM to 4:00 PM

CUSTOMER #: [REDACTED]

FONTANA, CA [REDACTED]

HOME: [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 250696 PATTI MAGGARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	14	MERCEDES-BENZ B ED	WDDVP9AB2EJ [REDACTED]	[REDACTED]	36641/36641	T8382	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY15 19		28MAY2019	19:00 25MAR21		215.00	CASH	23MAR21
R.O. OPENED		READY	OPTIONS: ENG:Electric				
01MAR21		23MAR21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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207 ENGINE PERFORMANCE DIAGNOSIS / REPAIR

(RUNNING ROUGH, OTHER)

140 ISP

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:
36641 client declined 3.00 tech 140 after replacement of system
battery performed quick test-found multiple under voltage and
communications codes in system, P065B13 The alternator has a
malfunction. There is an open circuit, B1F4500 The starter battery has
excessive resistance, B210A00 The power supply in the system is too
low, B210D00 The power supply is too low, attempted to perform road
test and monitored-found 12V system will not charge while driving,
raised vehicle, removed crank sensor and inspected- found coolant on
crank sensor and in cavity of electric motor, re installed crank sensor
and torque to specs, upon inspection found electric drive motor
intermittent internal electrical fault and DC/DC converter intermittent
internal electrical fault, estimate provided-client declined at this
time.

D PERFORM WORLD CLASS VEHICLE INSPECTION

MPI PERFORM WORLD CLASS VEHICLE INSPECTION

140 ISP

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:
36641 PERFORMED MULTI-POINT INSPECTION. PLEASE REVIEW THE PRINTED
MULTI-POINT INSPECTION FORM FOR DETAILED AND SPECIFIC INFORMATION.
PLEASE CONTACT YOUR SERVICE ADVISOR WITH ANY QUESTIONS.

E PERFORM COURTESY CAR WASH AT COMPLETION OF A \$24.95 VALUE.

11 PERFORM COURTESY CAR WASH AT COMPLETION OF A
\$24.95 VALUE.

140 ISP

(N/C)
0.00

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

F PERFORM CALIFORNIA STATE COLD TIRE INFLATION CHECK AND CORRECTION AS
MANDATED BY STATE LAW AB32

NOTICE TO CONSUMER

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and/or increase in the original estimate price. I also acknowledge and approve all repairs as
permitted and/or receipt of vehicle.

SUPPLIES-a charge is included for supplies used on your vehicle. Applicable supply items include:
nuts, bolts, washers, tape, pins, aerospray, solvent, cleaners, solder, battery cleaner, wire,
sealers, fasteners, fittings, misc. fluids, lubricants, connectors, etc.

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

BAR # ARD 269917 EPA: CAL000375245

CMER #:

MERCEDES-BENZ

OF ONTARIO

INVOICE

3787 E. Coast Rd. - Ontario, CA 91761
Phone (909) 212-8500 - Fax (909) 212-8598
www.mbonario.com

FONTANA, CA

PAGE 3

OPEN
MON-FRI 7:00 AM to 7:00 PM
SAT 7:00 AM to 4:00 PM

HOME: CONT:
BUS: CELL:

SERVICE ADVISOR: 250696 PATTI MAGGARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	14	MERCEDES-BENZ B ED	WDDVP9AB2EJ		36641/36641	T8382	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28MAY15 IS		28MAY2019	19:00 25MAR21		215.00	CASH	23MAR21
R.O. OPENED		READY	OPTIONS: ENG:Electric				
01MAR21		23MAR21					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
02	PERFORM CALIFORNIA STATE COLD TIRE INFLATION						
	CHECK AND CORRECTION AS MANDATED BY STATE						
	LAW AB32						

PARTS: 140 ISP (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

Check, correct and record tire pressure according to manufacturer specifications.

Right Front PSI_38 Left Front PSI_38 Right Rear PSI_38 Left Rear PSI_38

** REVISED ESTIMATE: CUSTOMER AGREED TO MORE DIAGNOSTIC TIME ON THE VEHICLE DRAWING TOO MUCH POWER AND DRAINING THE BATTERY. FROM 0 TO 495.00
REVEST REVISED ESTIMATE

PARTS: 140 ISP (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

** ADDED OPERATION: DURING INSPECTION THE STARTER BATTERY FAILED TEST
CAUSE:
541109 TEMPORARY BATTERY OPCODE
140 W (N/C)
1 001-982-79-08-26 STARTER BATTERY (N/C)
1 BATFEE CALIFORNIA BATTERY FEE (N/C)
541126 REPLACE ON-BOARD ELECTRICAL SYSTEM BATTERY
(AFTER CHECK)
140 W (N/C)

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

36641 system battery failed midtronics test AUTHO#5864594 (COVERED UNDER PARTS REPLACEMENT WARRANTY, WAS REPLACED ON 10-28-2020, RO MILES 36,016) tech 140 found system battery not holding charge, charged system battery and performed midtronics test-REPLACE BATTERY=J0S44BT-4WD8FFB. replaced system battery and torque to specs.

NOTICE TO CONSUMER

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

BAR # ARD 26991 / EPA: CAL000375245

MERCEDES-BENZ OF ONTARIO

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INVOICE

PAGE 4

OPEN
MON-FRI 7:00 AM to 7:00 PM
SAT 7:00 AM to 4:00 PM

STANA, CA

VE: [REDACTED]
S: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 250696 PATTI MAGGARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SLIVER	14	MERCEDES-BENZ B ED	WDDVP9AB2EJ		36641/36641	T8382	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
MAY15 IS		28MAY2019	19:00 25MAR21		215.00	CASH	23MAR21
R.O. OPENED		READY	OPTIONS: ENG:Electric				
01MAR21		23MAR21					

NE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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performed basic programming. old battery 001 982 79 08 date code 42/19,
new battery 001 982 79 08 date code 34/20.

ST: 215.00 01MAR21 17:47 SA: 250696

CONTACT: GUEST

ST: 0.00 01MAR21 17:47 SA: 250696

CONTACT:

EDC APPT CREATED 2021-02-22

08:33:00AM TAKEN BY [REDACTED]

[REDACTED]

[REDACTED]

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.

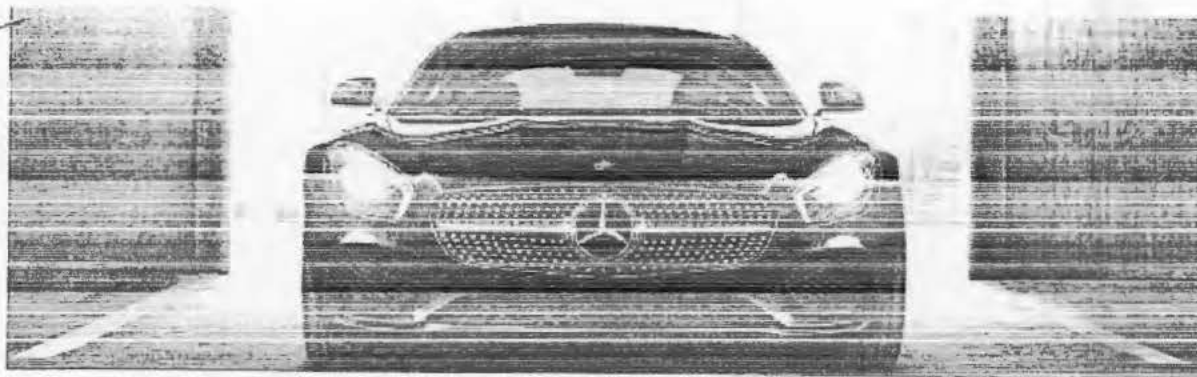
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

SUPPLIES-a charge is included for supplies used on your vehicle. Applicable supply items include: bolts, washers, tops, pins, aerospray, solvent, cleaners, solder, battery cleaner, wire, sealers, fasteners, fittings, misc. fluids, lubricants, connectors, etc.

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

BAR # ARD 250017 EPA: CAL000375245

CUSTOMER COPY



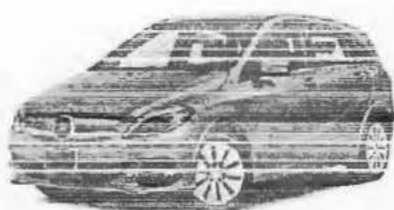
Mercedes-Benz of Ontario

∞xtime

Automobile Status Report

7.2

Prepared For



2014 Mercedes-Benz B-CLASS

Date March 09, 2021

VIN WDDVP9AB2EJ

Mileage 36641

RO#



10

Service Advisor



MERCEDES-BENZ OF ONTARIO
A DaimlerChrysler Company

Mercedes-Benz of Ontario
3787 East Guasti Rd
Ontario, CA 91761

Mercedes-Benz of Ontario Service Commitment

Experience the Fletcher Jones Difference

Your Vehicles guide to superior performance is enclosed in the attached Vehicle Information Booklet. You will find invaluable operating advice, maintenance tips and a service checklist guide to keep your vehicle performing at its purest.

At Mercedes-Benz of Ontario Service Center we utilize the latest Factory Tools and Technology to properly inspect, diagnose and service your Mercedes-Benz to ensure optimal performance.

Our Service Team of Master Certified Technicians and Technology Driven Service Specialist are here to guide you through the booklet.

Our commitment is to exceed your expectations.

Driven to Excellence,

Ted Moreno

General Manager

Service Now, Pay Later. We offer you the flexibility to pay in monthly installments. Loans starting at 0% APR with no hidden fees, no late fees and no hidden interest. Qualify in 15 seconds or less - no hard credit checks! - <https://www.mercedes-benz.com/ontario>

79/3 DRIVE ELECTRIC MOTOR INTERNAL FAULT, COOLANT FOUND IN DRIVE ELECTRIC MOTOR

\$2,657.50

Qty	Description	Number	Price	Total
1	REMAN ELECTRIC DRIVE	242-340-42-01-80	\$11,257.90	\$11,257.90
2	SEALING RING	099-997-01-00	\$18.13	\$36.26
2	SCREW W RND. HEXAL. HEAD	002-990-13-03	\$13.65	\$27.30
3	GEAR OIL	001-989-85-03-09	\$34.10	\$102.30
2	ANTICORROSION/ANTIFREEZE G48	Q-1-03-0004	\$25.85	\$51.70

Parts and labor sub total \$14,162.96

Diagnostic: DC/DC CONVERTER N83/1 AND HIGH VOLTAGE BATTERY CIRCUIT HEATING HEATING ELEMENT R40/2 INTERNAL FAULT

LABOR

\$2,257.50

PARTS	Qty	Description	Number	Price	Total
	1	VOLTAGE CONVERTER	242-342-43-00	\$5,139.70	\$5,139.70
	2	ANTICORROSION/ANTIFREEZE G48	Q-1-03-0004	\$25.85	\$51.70
	1	VOLTAGE CONVERTER	242-342-43-00	\$5,139.70	\$5,139.70
	4	SPRING HOSE CLAMP	001-995-08-05	\$9.94	\$39.76
	2	SPRING HOSE CLAMP	001-995-08-05	\$9.94	\$19.88

Parts and labor sub total \$12,648.84

ESTIMATE DISCLAIMER

ESTIMATE RANGES

Total Labor	\$6,426.45
Total Parts	\$22,657.91
Subtotal	\$29,084.36
Shop Charges	\$0.00
Taxes	\$1,755.99
Total	\$30,840.35

MERCEDES-BENZ OF ONTARIO

Mercedes-Benz of Ontario

3787 East Guasti Rd (909) 906-9819
Ontario, CA 91761

\$ 25,700.65

22616.57

VISOR

PREPARED FOR

PRINTED - 3/18/2021
 QUOTE EXPIRES - 4/7/2021
 REPAIR FACILITY ID -

2014 MERCEDES-BENZ B CLASS
 WDDVP9AB2EJ
 Mileage 36,641

REPAIR NAME					COST
[Primary]: 102 : CAMPAIGN / RECALL (W)					
LABOR					\$0.00
[Primary]: TOW : VEHICLE HAS BEEN RECEIVED WITHOUT GUEST PRESENT AND IS CONSIDERED AN "UNUSUAL CIRCUMSTANCE" AS OUTLINED IN BAR					
REGISTRATION 9884.9					
LABOR					\$0.00
[Primary]: 207 : ENGINE PERFORMANCE DIAGNOSIS / REPAIR (RUNNING ROUGH, OTHER)					
LABOR					\$0.00
PARTS					\$352.80
Parts and labor sub total					\$352.80
[Primary]: MPI : PERFORM WORLD CLASS VEHICLE INSPECTION					
LABOR					\$0.00
[Primary]: 11 : PERFORM COURTESY CAR WASH AT COMPLETION OF A \$24.95 VALUE.					
LABOR					\$0.00
[Primary]: 02 : PERFORM CALIFORNIA STATE COOLD TIRE INFLATION CHECK AND CORRECTION AS MANDATED BY STATE LAW AB32					
LABOR					\$0.00
Diagnostic: additional diagnoses time needed- found multiple under voltage codes					
LABOR					\$495.00
Wiper Blade Replacement: front wipers worn					
LABOR					\$21.50
PARTS	Qty	Description	Number	Price	Total
	1	WIPER BLADE	245-820-12-45	\$93.56	\$93.56
Parts and labor sub total					\$115.06
Wiper Blade Replacement - Rear: rear wiper worn					
LABOR					\$21.50
PARTS	Qty	Description	Number	Price	Total
	1	WIPER BLADE	245-820-10-45	\$14.00	\$14.00
Parts and labor sub total					\$35.80
Perform B Service: service "D" exceeded by 16,200 miles					
LABOR					FIXED
Tires - 2 front tires at 2mm					
LABOR					\$128.00
PARTS	Qty	Description	Number	Price	Total
	2	TIRE	Q8402193	\$228.00	\$456.00
Parts and labor sub total					\$576.00
Alignment - 4 Wheel: alignment					
LABOR					\$199.95
PARTS					\$0.00

Additional Service Recommendations

In the process of inspecting your vehicle for safety and reliability, your technician Leandro H made the following observations and recommends that you do the necessary repairs to resolve these issues.

 Red: requires immediate attention.

 Yellow: in need of attention soon.

Diagnostic: additional diagnoses time needed- found multiple under voltage codes

Item Description

Diagnostics when referred to in an automotive sense is the various testing done on the automobile to ensure safety and proper engine functioning. These tests are done with different sensors, computers and machines to establish a "cause and effect" relationship between what is working and what is not working with the automobile. The forms of diagnostics can range from brakes, to air conditioning, to suspension and many more.

Reason

Diagnostic work is often needed in order to fully examine the vehicle in order to understand what is needed to fix a specific problem. Over the years, the technological advances associated with automobile diagnostics have saved technicians countless hours of inch by inch vehicle inspection that can now be done through the work of various computers. Diagnostics is a crucial step in the repair of any vehicle.

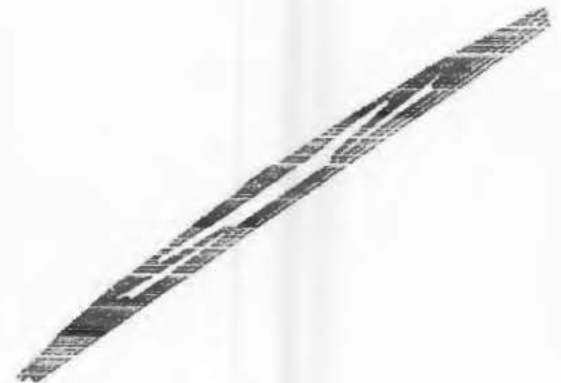
Wiper Blade Replacement: front wipers worn

Item Description

The wiper blade is a rubber blade attached to the end of the wiper arm.

Reason

If not replaced, worn out wiper blades can cause restricted visibility and permanent damage to the



Windshield Wiper Blade

With only four small contact patches
seen you and the road you want them to be as
good as they can possibly be.

Reason

According to most states' laws, tires are legally worn out when they have worn down to 2/32" of remaining tread depth. As a tire wears it's important to realize that the tire's ability to perform in rain and snow will be reduced. With 2/32" of remaining tread depth, resistance to hydroplaning in the rain at highway speeds has been significantly reduced, and traction in snow has been virtually eliminated. If rain and wet roads are a concern, you should consider replacing your tires when they reach approximately 4/32" of remaining tread depth.

If snow-covered roads are a concern, you should consider replacing your tires when they reach approximately 6/32" of remaining tread depth to maintain good mobility. Because tread depth is such an important element for snow traction, winter tires usually start with noticeably deeper tread depths than typical All-Season or summer tires. Some winter tires even have a second series of "wear bars" molded in their tread pattern indicating approximately 6/32" remaining tread depth to warn you when your tires no longer meet the desired tread depth.

Diagnostic: A79/3 DRIVE ELECTRIC MOTOR INTERNAL FAULT, COOLANT FOUND IN DRIVE ELECTRIC MOTOR

Item Description

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Reason

Diagnostic work is often needed in order to fully



Tires



the vehicle in order to understand what is needed to fix a specific problem. Over the years, the technological advances associated with automobile diagnostics have saved technicians countless hours of inch by inch vehicle inspection that can now be done through the work of various computers. Diagnostics is a crucial step in the repair of any vehicle.

Diagnostic: DC/DC CONVERTER N83/1 AND HIGH VOLTAGE BATTERY CIRCUIT HEATING HEATING ELEMENT R48/2 INTERNAL FAULT

Item Description

Diagnostics when referred to in an automotive sense is the various testing done on the automobile to ensure safety and proper engine functioning. These tests are done with different sensors, computers and machines to establish a "cause and effect" relationship between what is working and what is not working with the automobile. The forms of diagnostics can range from brakes, to air conditioning, to suspension and many more.

Reason

Diagnostic work is often needed in order to fully examine the vehicle in order to understand what is needed to fix a specific problem. Over the years, the technological advances associated with automobile diagnostics have saved technicians countless hours of inch by inch vehicle inspection that can now be done through the work of various computers. Diagnostics is a crucial step in the repair of any vehicle.

Alignment - 4 Wheel: alignment

Item Description

Alignment is one of the key maintenance factors in getting the most wear and performance from your tires. In addition, wheel alignment provides safe, predictable vehicle control as well as a smooth and comfortable ride that's free of pulling or vibration. Today's modern suspensions require a precise four-wheel alignment that can only be achieved



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569 Wapello alt... 7

775 Altadena 3

938 concha

advertistment

Bonita

bruce mulbern

caiaveras

carol cieslak

Conversation Hist...

darraslaw

disability attorney

Quote

PC

Phil Carreon <PCarreon@mbontario.com>

Mon 3/15/2021 1:57 PM

To:

Cc:

Hi [REDACTED] Here is your breakdown:

- B-Service \$599.95
- DC Converter \$8716.00
- Total is \$9315.95 (+tax)

After a 10% discount for the DC repair, your final amount \$8443.95 (+tax)

Phil Carreon | Service Manager

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