

 Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Hotline	
		FOR AGENCY USE ONLY 100145	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 25-MAY-2021	
		Repository ☐ Reference No. 71410520	
OWNER INFORMATION (Type or Print)			
Name [REDACTED] Address [REDACTED] City [REDACTED] State [REDACTED] ZIP Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [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. 2, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side W1KWF90B8LR [REDACTED]		MAKE MERCEDES-BENZ Model C300 Model Year 2020	
Date Purchased 02/18/20		Dealer's Name and Telephone Number (818) 574-5059 KEYES EUROPEAN MERCEDES-BENZ	
Original Owner ☒		Dealer's City, California OAKS, CA VAN NUY, Sherman	
Transmission Type ☒ Automatic Brakes ☒ Cruise Control		Engine: No. Cylinders 4 cylinders	
Fuel Type: Gasoline		Incident Date(s) 05-15-2020	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 110000 ELECTRICAL SYSTEM		Failure Mileage 6000 3505	
Failure Speed 60			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make Continental		Tire Model (Name or Number) Pro Contact	
DOT No. (Example: DOTM19A8C036) ☐ Original Requirement ☐ Prior Repair		Tire Size (Example P215/65R15) 225/45/18	
Tire Component Code		Failure Location: US-101 N/B (Ventura Freeway)	
Tire Failure Type			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: Seat Type: Child Seat Component Code:		Date Manufactured: Installation System: Failed Part:	
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)			
Crash ☒ Yes ☐ No		Fire ☐ Yes ☒ No	
Number of Persons Injured one 1		Number of Deaths 0	
Reported to Police Y			
Narrative Description of Incident(s), Crash(es), 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 parts available). The contact owns a 2020 Mercedes-Benz C300. The contact stated that her son was driving at an undisclosed speed when another vehicle's muffler detached and crashed into the undercarriage of the contact's vehicle. The front driver and passenger side tires exploded and fractured the rims. The contact stated that the vehicle's alert system failed to warn her son of the incoming object which resulted in the collision. The contact's son did not receive medical attention. A police report was filed. The vehicle was towed to the dealer and repaired. The manufacturer was made aware of the failure but provided no assistance. The failure mileage was 6,000.			
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 Administration 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

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

CALABASAS, CA

PAGE 1

24181 Calabasas Road
Calabasas, CA 91302
(818) 223-3102

HOME:

CONT:

B.A.R.# AC 250333

E.P.# CAD 982488948

BUS:

CELL:

SERVICE ADVISOR: 940 KYLE WIENS II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB8LR		3565/3566	T715	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06APR20	DD		19:00 06APR20			CASH	15APR20

R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]			
15:43 06APR20	14:53 15APR20				
LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL

A TOWED IN

TOW TOWED IN

1321 IPS

(N/C)

B CLIENT STATES HE RAN OVER SOMETHING WHILE DRIVING ON THE DRIVERS SIDE. PERFORM INSPECTION AND PROVIDE ESTIMATE FOR DAMAGE.
DEC NOTE; GUEST DECLINED SOME RECOMMEND REPAIRS
AT THIS TIME. *price quotes are subject to
change without notice

1321 IPS

(N/C)

C *Customer Authorized Vehicle Sanitization
IVS CUSTOMER AUTHORIZED VEHICLE SANITATION

1321 IPS

(N/C)

D *No Interval Due Vehicle History Indicates No Maintenance Interval Due
NIDB NO INTERVAL DUE BASIC

1321 IPS

(N/C)

E *Inspect Adjust Tire Pressures Reset Tire Monitoring System
CARB INSPECT ADJUST TIRE PRESSURES RESET TIRE
MONITORING SYSTEM

1321 IPS

(N/C)

F *Complimentary Multipoint Inspection ... a \$74.95 Value
IMB PERFORM FREE COURTESY 27 POINT INSPECTION AND
TIRE INFLATION SERVICES SET ALL TIRE
MEASUREMENTS TO MANUFACTURER SPECIFICATION
LF--RF--LR--RR--. COURTESY CAR WASH WHEN
REPAIRS ARE COMPLETED.

1321 IPS

(N/C)

VEHICLE INSPECTION PERFORM VEHICLE INSPECTION

G LOANER

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Verbal ☐ Fax (See Attached) ☐ Email (See Attached)	☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)	LABOR AMOUNT	
Revised Estimate	\$					PARTS AMOUNT	
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	GAS, OIL, LUBE	
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.						SUBLET AMOUNT	
DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [REDACTED]



Mercedes-Benz

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

CALABASAS, CA [REDACTED]

PAGE 2

24181 Calabasas Road
Calabasas, CA 91302
(818) 223-3102

B.A.R.# AC 250333

E.P.A.# CAD 982486948

HOME:
BUS:CONT:
CELL:

SERVICE ADVISOR: 940 KYLE WIENS II

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
Other	20	MERCEDES-BENZ C300		W1KWF8DB8LR		3565/3566		T715
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
06APR20 DD			19:00 06APR20			CASH	15APR20	
R.O. OPENED		READY	OPTIONS:	DLR				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
LJ655675			LOANER				
			1321 IPS				(N/C)

H *Customer has agreed to receive text messages from Mercedes-Benz of Calabasas. Please text STOP at any time to no longer receive these messages.

TEXT CUSTOMER HAS AGREED TO RECEIVE TEXT MESSAGES FROM MERCEDES BENZ OF CALABASAS. TEXT STOP TO NO LONGER RECEIVE THESE MESSAGES.

1321 IPS

(N/C)

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****
 SUMMARY RECOMMEND LEFT FRONT AND REAR WHEELS AND TIRES
 RECOMMEND STEERING RACK
 RECOMMEND LEFT FRONT SUSPENSION
 RECOMMEND LEFT FRONT INNER WHEEL PANEL REAR SECTION AND LEFT UNDER PANEL
 AL4 ALIGNMENT 4 WHEELS
 RECOMMEND TO PERFORM RECOMMENDED REPAIRS AND THEN CHECK ALIGNMENT TO MAKE

THANK YOU FOR VISITING MERCEDES-BENZ OF CALABASAS.
 SERVICE HOURS MONDAY-FRIDAY 7:00AM TO 7:00PM
 SERVICE IS NOW OPEN SATURDAY 8:00AM TO 5:00PM
 EMERGENCY 24 HOUR SERVICE 1-800-367-6372
 WE WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN CAR OR ANY AFTERMARKET PRODUCTS IN YOUR CAR.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Address) ☐ Email (See Address)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	0.00
Revised Estimate	\$			☐ Telephone ☐ Fax (See Address) ☐ Email (See Address)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



Mercedes-Benz

CUSTOMER #: [REDACTED]

CALABASAS, CA [REDACTED]

WORKORDER

PAGE 1

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

24181 Calabasas Road

Calabasas, CA 91302

(818) 223-3102

B.A.R.# AC 250333

E.P.A.# CAD 882486846

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 940 WIENS II, KYLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB8L		3565/	T715	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
06APR20 DD			19:00 06APR20			CASH	
H.O. OPENED	READY	OPTIONS:	DLR:				

06APR2020 15:43

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

A TOW CC TOWED IN

B 2001B CC CLIENT STATES HE RAN OVER SOMETHING WHILE DRIVING ON THE DRIVERS SIDE. PERFORM INSPECTION AND PROVIDE ESTIMATE FOR DAMAGE.

C IPS Customer Authorized Vehicle Sanitization

D NDB IPS *No Interval Due Vehicle History Indicates No Maintenance Interval Due

E CARB IPS *Inspect Adjust Tire Pressures Reset Tire Monitoring System

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. YEAR/DOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$. The maximum time for reassembly will be X.

You understand that disassembly may prevent restoration of the vehicle to its former condition.

☒ SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X

By Signing Below, I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer _____ Date _____

Dealer: CAR 2014 CRK 0000, LLC 10117A WORKORDER TYPE 2 - SVZC - United Warranty - CALIFORNIA - 8045132

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☐ Some Parts Not Returnable ☐ Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIATING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC EST. _____

By Telephone at: _____ By Fax to: _____

By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Customer: _____ Date: _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			☐ Telephone ☐ Fax (Not Attached) ☐ E-mail (Not Attached)
Revised Estimate	\$			☐ Telephone ☐ Fax (Not Attached) ☐ E-mail (Not Attached)

I acknowledge notice and oral approval of an increase in the original estimated price.

NOTICE TO CONSUMER. PLEASE READ IMPORTANT INFORMATION ON BACK



Mercedes-Benz

CUSTOMER #:

WORKORDER

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

24181 Calabasas Road

Calabasas, CA 91302

(818) 223-3102

B.A.R.# AC 250333

E.P.A.# CAD 982486940

CALABASAS, CA

PAGE 2

HOME:
BUS:CONT:
CELL:

SERVICE ADVISOR: 940 WIENS II, KYLE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB8LR		3565/	T715	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06APR20 DD			19:00 06APR20			CASH	
R.O. OPENED	READY	OPTIONS: DLR:					

06APR2020 15:43

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

F TMB IPS *Complimentary Multipoint Inspection a \$74.95 Value

G LOANER IPS *Loaner Vehicle Is Required.

H TEXT IPS *Customer has agreed to receive text messages from Mercedes-Benz of Calabasas. Please text STOP at any time to no longer receive these messages.

CALABASAS MOTORCARS
WILL NOT ACCEPT
RESPONSIBILITY FOR ITEMS
LEFT IN CAR OR
AFTERMARKET ACCESSORIES

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$_____.

The maximum time for reassembly will be _____.

You understand that disassembly may prevent restoration of the vehicle to its former condition.

☐ SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$_____ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. ☒

By Signing Below, I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer _____ Date _____

Dealer: CAP 2014 COK Motor, LLC 001171 WORKORDER TYPE R - S/W20 - United Warranty - CALIFORNIA - 954533

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☐ Some Parts Not Returnable ☐ Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALIZING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ ELECTRONIC EST. _____

By Telephone at: _____ By Fax to: _____
By E-Mail to: _____

PRELIMINARY ESTIMATE \$ _____

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK ON PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Customer: _____ Date: _____

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)
Revised Estimate	\$			☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)

I acknowledge notice and oral approval of an increase in the original estimated price.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER #:



No. 0896 P. 6

Mercedes-Benz

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

CALABASAS, CA

PAGE 2

24181 Calabasas Road
Calabasas, CA 91302
(818) 223-3102

HOME:

CONT:

B.A.N.# AC 250333

E.P.A.# CAD 982486948

BUS:

CELL:

SERVICE ADVISOR: 1337 JASON GRIJALVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB8LR		6457/6457	T2566	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06APR20	DI		WAIT 25SEP20			CASH	25SEP20
R.O OPENED		READY	OPTIONS:	DLR:			

11:57 25SEP20 12:54 25SEP20

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

THANK YOU FOR VISITING MERCEDES-BENZ OF CALABASAS.

SERVICE HOURS MONDAY - FRIDAY 7:00AM TO 7:00PM

SERVICE IS NOW OPEN SATURDAY 8:00AM TO 5:00PM

EMERGENCY 24 HOUR SERVICE 1-800-367-6372

WE WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN

CAR OR ANY AFTERMARKET PRODUCTS IN YOUR CAR.

Original Estimate (Parts & Labor)	Total Additional Costs Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				☐ Tires ☐ Air (See Attached) ☐ Oil (See Attached) ☐ Fluids ☐ Washes ☐ Other (See Attached)		LABOR AMOUNT	0.00
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	PARTS AMOUNT	0.00
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.					☐ Some Parts Not Returnable	GAS, OIL, LUBE	0.00
DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Jul. 5. 2021 12:07PM

ATTN: Matthew

No. 089646P. 7

CUSTOMER #:



Mercedes-Benz

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

CALABASAS, CA

PAGE 1

24181 Calabasas Road
Calabasas, CA 91302
(818) 223-3102

B.A.R.# AC 250333

E.P.A.# CAD 982488948

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1337 JASON GRIJALVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB8LR		6457/6457	T2566	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06APR20	DD		WAIT 25SEP20			CASH	25SEP20
R.O. OPENED	READY	OPTIONS:	DLR:				

11:57 25SEP20 12:54 25SEP20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	SIX MONTH INSPECTION CHECK BRAKES/TOP OFF FLUID/SET TIRE PRESSURE/CHECK PO RECALLS NO WASH!						
	20018 reference story						
	1374 IPS						(N/C)

6457 topped off all fluids, set tire pressure, performed quick test, no codes related to engine or transmission, no recalls.

B *Customer Authorized Vehicle Sanitization

IVS CUSTOMER AUTHORIZED VEHICLE SANITATION

1374 IPS

(N/C)

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

NIDS NO INTERVAL DUE BASIC

1374 IPS

(N/C)

D *Inspect Adjust Tire Pressures Reset Tire Monitoring System

CARB INSPECT ADJUST TIRE PRESSURES RESET TIRE

MONITORING SYSTEM

1374 IPS

(N/C)

E *Perform Inspections per Mercedes-Benz Service Sheet

MBI PERFORM COURTESY 27 POINT INSPECTION AND TIRE

INFLATION SERVICE, SET ALL TIRE MEASUREMENTS

TO MANUFACTURE SPECIFICATION

LF RF LR RR COURTESY CAR WASH WHEN

REPAIRS ARE COMPLETED.

1374 IPS

(N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL NOTES: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTAL \$
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			☐ Telephone ☐ Fax (See Attached) ☐ Email (See Attached)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
☐ Tire pressure check/inflation service was performed. RF psf LF psf RR psf LR psf ☐ Customer declined tire pressure check/inflation service.						WASTE DISPOSAL COSTS *	
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.						TOTAL CHARGES	
DATE						LESS INSURANCE	
CUSTOMER SIGNATURE						SALES TAX	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Dealer CAR 2514 CAR 2514, LLC (01/17) SERVICE INVOICE TYPE 3 - 513C - "LIMITED WARRANTY" - CALIFORNIA - REMOTE

CUSTOMER COPY

CUSTOMER #:



Mercedes-Benz

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

 24181 Calabasas Road
 Calabasas, CA 91302
 (818) 223-3102

PAGE 2

B.A.R.# AC 250333

E.P.A.# CAD 902460946

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1337 JASON GRIJALVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB8L		6457/6457	T2566	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06APR20 DD			WAIT 25SEP20			CASH	25SEP20

R.O. OPENED	READY	OPTIONS:	DLR:	
11:57 25SEP20	17:03 25SEP20			
LINE	OPCODE	TECH	TYPE	HOURS

THANK YOU FOR VISITING MERCEDES-BENZ OF CALABASAS.
 SERVICE HOURS MONDAY-FRIDAY 7:00AM TO 7:00PM
 SERVICE IS NOW OPEN SATURDAY 8:00AM TO 5:00PM
 EMERGENCY 24 HOUR SERVICE 1-800-367-6372
 WE WILL NOT BE RESPONSIBLE FOR ITEMS LEFT IN CAR OR ANY AFTERMARKET PRODUCTS IN YOUR CAR.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		LABOR AMOUNT	0.00
Repaired Estimate \$				☐ Telephone ☐ Fax (See Attached) ☐ E-mail (See Attached)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	SUBLET AMOUNT	0.00
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.						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:



Mercedes-Benz

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

CALABASAS, CA

PAGE 1

 24181 Calabasas Road
 Calabasas, CA 91302
 (818) 223-3102

B.A.R.# AC 280333

E.P.A.# CAD 982486946

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1337 JASON GRIJALVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWF8DB6LF		6457/6457	T2566	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06APR20	DE		WAIT 25SEP20			CASH	25SEP20
R.O. OPENED	READY	OPTIONS:	DLR				

11:57 25SEP20 17:03 25SEP20

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

 A SIX MONTH INSPECTION CHECK BRAKES/TOP OFF FLUID/SET TIRE
 PRESSURE/CHECK PO RECALLS NO WASH!

20018 reference story

1374 IPS

(N/C)

 ...6457 topped off all fluids, set tire pressure, performed quick
 ...test. no codes related to engine or transmission. no recalls.

B *Customer Authorized Vehicle Sanitization

IVS CUSTOMER AUTHORIZED VEHICLE SANITATION

1374 IPS

(N/C)

 C *No Interval Due Vehicle History Indicates No Maintenance Interval Due
 NIDB NO INTERVAL DUE BASIC

1374 IPS

(N/C)

D *Inspect Adjust Tire Pressures Reset Tire Monitoring System

CARB INSPECT ADJUST TIRE PRESSURES RESET TIRE
MONITORING SYSTEM

1374 IPS

(N/C)

E *Perform Inspections per Mercedes-Benz Service Sheet

 MBI PERFORM COURTESY 27 POINT INSPECTION AND TIRE
 INFLATION SERVICE. SET ALL TIRE MEASUREMENTS
 TO MANUFACTURE SPECIFICATION

 LF--RF--LR--RR--. COURTESY CAR WASH WHEN
 REPAIRS ARE COMPLETED.

1374 IPS

(N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Address) ☐ E-mail (See Address)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			☐ Telephone ☐ Fax (See Address) ☐ E-mail (See Address)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
☐ Tire pressure check/inflation service was performed. RF: psi LF: psi RR: psi LR: psi ☐ Customer declined tire pressure check/inflation service. Initials:						WASTE DISPOSAL COSTS	
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.						TOTAL CHARGES	
DATE						LESS INSURANCE	
CUSTOMER SIGNATURE						SALES TAX	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:



Mercedes-Benz

INVOICE

Mercedes-Benz of Calabasas

Authorized Mercedes-Benz Retailer

CALABASAS, CA

PAGE 1

24181 Calabasas Road
Calabasas, CA 91302
(818) 223-3102HOME: *
BUS:CONT: *
CELL:

B.A.R.# AC 250333

E.P.A.# CAD 982486946

SERVICE ADVISOR: 940 KYLE WIENS II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Other	20	MERCEDES-BENZ C300	W1KWFBDB8LR		3565/3566	T715	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06APR20	DD		19:00 06APR20			CASH	15APR20
REG OPENED		READY	OPTIONS: DLR:				
15:43 06APR20		14:53 15APR20					

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A TOWED IN

TOW TOWED IN

1321 IPS

(N/C)

B *Customer Status He Ran Over Something While Driving On The Drivers Side. Perform Inspection And Provide Estimate For Damage.

DEC NOTE: GUEST DECLINED SOME RECOMMEND REPAIRS AT THIS TIME. *price quotes are subject to change without notice

1321 IPS

(N/C)

C *Customer Authorized Vehicle Sanitization

EVS CUSTOMER AUTHORIZED VEHICLE SANITIZATION

1321 IPS

(N/C)

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

NIDB NO INTERVAL DUE BASIC

1321 IPS

(N/C)

E *Inspect Adjust Tire Pressures Reset Tire Monitoring System

CARB INSPECT ADJUST TIRE PRESSURES RESET TIRE MONITORING SYSTEM

1321 IPS

(N/C)

F *Complimentary Multipoint Inspection a \$74.95 Value

IMB PERFORM FREE COURTESY 27 POINT INSPECTION AND

TIRE INFLATION SERVICE SET ALL TIRE MEASUREMENTS TO MANUFACTURER SPECIFICATION

LF RF LR RR COURTESY CAR WASH WHEN REPAIRS ARE COMPLETED.

1321 IPS

(N/C)

...VEHICLE INSPECTION PERFORM VEHICLE INSPECTION

G LOANER

Original Estimate (Parts & Labor)	Total Additional Charge Authorized	Approved By:	Date & Time	Authorization Checked By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Repairs ☐ Flat Tire Attached ☐ Small Gas Authorized	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				☐ Repairs ☐ Flat Tire Attached ☐ Small Gas Authorized		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
☐ Tire pressure check/inflation service was performed. RF psi LF psi RR psi LR psi ☐ Customer declined tire pressure check/inflation service. Initials:						WASTE DISPOSAL COSTS *	
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 for had the opportunity to inspect any replaced parts as requested by you. DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



Mercedes-Benz



5400 Van Nuy Blvd.
Van Nuys, CA 91401-5627
(818) 461-3900

SERVICE DIRECT LINE: (818) 461-3910

SPRINTER

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:

MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.

SATURDAY 7:30 A.M. - 5:00 P.M.

SUNDAY - CLOSED

EPA #CAD082893318

B.A.R. # AB165140

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to liquid chemicals contained in used oil, waste and replacement fluids, fumes, grease, paint, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will warn you of components in your car upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.cdph.ca/prop65.html>

WARRANTY NOTICE

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or dealer of the repairs within 60 days after they were completed, then a reasonable number of attempts, the defect has not been fixed, the buyer may return the product for replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protection or remedies the buyer has under other laws.

Adv: 458 DONALD DORION

Tag 6933

License

WIKWF8DBB LP

Page 1

Invoice

Invoice to

CALABASAS, CA

Work:

Home:

Driver/Owner Information

CALABASAS, CA

Work:

Home:

Contact: EXPERT AUTO BODY

For Office Use

Odometer in: 3370

Out: 3377

Dist: WDB CJS C

Prelim

20 MERCEDES C300W 4DR SDN WHITE

MFG: 051023

Stock#:

Begin: 05/18/20

Done: 05/19/20

Invoiced: 05/20/20 14:58 00

Inservice: 02/18/20

Sold: 02/18/20

Customer Concern

Concern 01

Cause
Correction
Tech Notes

DROP OFF BY BODY SHOP --EXPERT AUTO BODY --BODY SHOP REQUEST TO CHECK AND CLEAR FAULT CODES
BODY SHOP REQUEST TO CHECK AND CLEAR FAULT CODES
RESET FAULT MEMORY IN CONTROL UNIT SYSTEMS
SDS TEST, RESET FAULT MEMORY IN CONTROL UNIT SYSTEMS, ROAD TEST, RETEST-OK.
Tech 084 JAWORSKI, TOM

Type: C

Operation	Tech	Amount
RSTSYS	084	5 225.00

Subtotal

LABOR MECHANICAL	225.00
TOTAL CHARGE FOR CONCERN	225.00

Concern 02

Cause
Correction
Tech Notes

I GIVE KEYES EUROPEAN PERMISSION TO SANITIZE HIGH TOUCH AREAS ON THE INTERIOR AND EXTERIOR OF MY VEHICLE.

X
SANITIZED HIGH TOUCH AREAS ON INTERIOR AND EXTERIOR OF VEHICLE.

X
Tech 084 JAWORSKI, TOM

Type: C

Operation	Tech	Amount
SANITIZE	084	* 10.00

Subtotal

LABOR MECHANICAL	10.00
TOTAL CHARGE FOR CONCERN	10.00

Concern 03

Cause
Correction
Tech Notes

VEHICLE REPORT CARD AUTHORIZED BY CLIENT

X
INSPECTION COMPLETED BY MERCEDES-BENZ CERTIFIED TECHNICIAN.
X

Operation	Tech	Amount
VRCA	084	* 0.00

ORIGINAL ESTIMATE (PARTS & LABOR) \$

REASON

AUTHORIZED ADD'L REPAIRS \$

DATE

TIME

TOTAL \$

PHONE

AUTHORIZED ADD'L REPAIRS \$

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

X

I acknowledge notice and oral approval of an increase in the original estimated price.



Mercedes-Benz



5400 Van Nuys Blvd.
Van Nuys, CA 91401-5627
(818) 461-3900

SPRINTER

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:

MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.

SATURDAY 7:30 A.M. - 5:00 P.M.

SUNDAY - CLOSED

EPA #CAD082693318

B.A.R. # AB186140

SERVICE DIRECT LINE: (818) 461-3910

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement parts, fluids, greases, paints, touch up paint, catalyst replacement parts, and particulates from compressed air. When we service your car, we will remove used components to your request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well-ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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Adv: 458 DONALD DORION		Tag 6933	License	WIKWF8DB8 LR	Page 2	Invoice
Invoice to:		Driver/Owner:				
Invoiced: 05/20/20 14:58:20 DO		20 MERCEDES C300W 4DR SDN WHITE				
Type: C	Tech 084 JAWORSKI, TOM				Subtotal TOTAL CHARGE FOR CONCERN 0.00	
Concern 04	PLEASE REMOVE ALL PROPERTY AND VALUABLES FROM YOUR VEHICLE. KEYES EUROPEAN DOES NOT ASSUME ANY RESPONSIBILITY FOR ARTICLES IN YOUR VEHICLE.				Operation Tech Amount PPD 084 * 0.00	
Cause	X					
Correction	X					
Tech Notes	X					
Type: C	Tech 084 JAWORSKI, TOM				Subtotal TOTAL CHARGE FOR CONCERN 0.00	
Concern 60	AS PER STATE LAW, INSPECT AND SET TIRE PRESSURES TO FACTORY SPECIFICATION				Operation Tech Amount PSI 084 * 0.00	
Cause	X					
Correction	ADJUSTED TIRE PSI TO: FRT LT:37 FRT RT:37 REAR LT:37 REAR RT:37					
Tech Notes	X					
Type: C	Tech 084 JAWORSKI, TOM				Subtotal TOTAL CHARGE FOR CONCERN 0.00	
Summary of charges for Invoice				Payment distribution for Invoice		
LABOR MECHANICAL		235.00		TOTAL CHARGES		235.00
TOTAL CHARGES		235.00		CASH DUE		235.00
12-DIGIT MERCEDES-BENZ PART NUMBERS ENDING WITH 88 ARE REBUILT OR REMANUFACTURED.						
Estimate		235.00		Revised Estimate		235.00
Approval Signature _____						
Estimate and Approvals for Invoice type CUSTOMERPAY:						
Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount UserID Date
\$235.00	\$235.00		ROBERT		RESETS	\$235.00 DORIONDO 05/19/20 09:00
\$235.00			ROBERT		RESETS	\$235.00 DORIONDO 05/18/20 18:20
If you have any questions - please see DONALD DORION						

ORIGINAL ESTIMATE (PARTS & LABOR)	\$	REASON
AUTHORIZED ADD'L REPAIRS	\$	DATE
TOTAL	\$	PHONE
AUTHORIZED ADD'L REPAIRS	\$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

X
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Mercedes-Benz



5400 Van Nuys Blvd.
Van Nuys, CA 91401-5627
(818) 461-3900

SERVICE DIRECT LINE: (818) 461-3910

SPRINTER

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS:

MONDAY - FRIDAY 7:30 A.M. - 6:00 PM

SATURDAY 7:30 A.M. - 5:00 PM

SUNDAY - CLOSED

EPA #CAD082693318

B.A.R. # AB165140

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Adv: 458 DONALD DORION

Tag 6933

License

W1KWF8D88 LR

Page 3

Invoice

Invoice to

Driver/Owner

Invoiced: 05/20/20 14:58:20 DD

20 MERCEDES C300W 4DR SDN WHITE

BAR# AB165140 EPA# CAD082693318

ORIGINAL ESTIMATE (PARTS & LABOR)	\$	REASON
AUTHORIZED ADD'L REPAIRS	\$	DATE
		TIME
TOTAL	\$	PHONE
AUTHORIZED ADD'L REPAIRS	\$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

X
I acknowledge notice and oral approval of an increase in the original estimated price.

STATE OF CALIFORNIA

NARRATIVE/SUPPLEMENTAL

PAGE 6 OF 6

DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D. NUMBER
04/06/2020	1411	9580	021999

1 AREAS OF IMPACT (AOI'S):

2

3 The area of impact was determined by party statements and vehicle damage. The area of impact
4 was measured by visual estimation and was found to be;

5

6 AOI #1 (V-1 vs. Metal Debris) was located approximately 200 feet west of the west road edge of
7 Topanga Canyon Boulevard and approximately 14 feet south of the north roadway edge of US-
8 101 w/b.

9

10 AOI #2 (V-2 vs. Metal Debris) was located approximately 210 feet west of the west road edge of
11 Topanga Canyon Boulevard and approximately 10 feet south of the north roadway edge of US-
12 101 w/b.

13

14 CAUSE:

15

16 The cause of this traffic collision is other than driver. P-1 and P-2 did not reasonably have enough
17 time to evade the traffic hazard in the roadway.

18

19 The summary, area of impact and cause were based on both party statements and vehicle
20 damage to both vehicles.

PREPARED BY	I.D. NUMBER	DATE	REVIEWER'S NAME	DATE
C. W. CAHILL	021999	04/06/2020	JEFFREY W WADSWORTH 020153	04/15/2020

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
TRAFFIC COLLISION REPORT
CHP 555 PAGE 1 (REV. 04-11) OPI 060

PAGE 1 OF 6

SPECIAL CONDITIONS		NUMBER BLANKED 0		HT & SHR POLICY ☐		CITY LOS ANGELES		JUDICIAL DISTRICT VAN NUYS SUPERIOR		LOCAL REPORT NUMBER [REDACTED]		
		NUMBER BLANKED 0		HT & SHR POLICY ☐		COUNTY LOS ANGELES		REPORTING DISTRICT BEAT 104		DAY OF WEEK MONDAY		
										TOWAWAY ☒ YES ☐ NO		
LOCATION	COLLISION OCCURRED ON: US-101 N/B (VENTURA FREEWAY)						MO DAY YEAR 04/06/2020		TIME (24HR) 1411		NOC # 9580	
	MILEPOST INFORMATION:						DPB COORDINATES LATITUDE 34.17090°		LONGITUDE -118.60670°		PHOTOGRAPHS BY: ☒ NONE	
	AT INTERSECTION WITH: ☒ OR: 200 FEET NORTH OF TOPANGA CANYON BLVD						STATE HWY REL ☒ YES ☐ NO					
PARTY 1	DRIVER'S LICENSE NUMBER		STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR		LICENSE NUMBER	STATE	
	[REDACTED]		CA	C	M	G	2015	MERZ C400 GRV		[REDACTED]	CA	
DRIVER	NAME (FIRST, MIDDLE, LAST)						OWNER'S NAME		SAME AS DRIVER			
	[REDACTED]						[REDACTED]					
FEET-TRIAN	STREET ADDRESS						OWNER'S ADDRESS		SAME AS DRIVER			
	[REDACTED]						[REDACTED]					
PARKED VEHICLE	CITY / STATE / ZIP						WOODLAND HILLS CA					
	WOODLAND HILLS CA											
BICT-CLIST	SEX	HAIR	EYES	HEIGHT	WEIGHT	MO	BIRTHDATE DAY	YEAR	RACE	DISCOUNT TOWING - (818) 798-8272		
		BRN	BRN	5-08	130				O	PRIOR MECH. DEFECTS ☒ NONE APP. ☐ REFER TO NARRATIVE		
OTHER	HOME PHONE						BUSINESS PHONE		VEHICLE IDENTIFICATION NUMBER: 5SSWF6GB5FL			
	[REDACTED]						NONE					
	INSURANCE CARRIER						VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE		SHADE IN DAMAGED AREA	
	MERCURY						01		☐ UNK ☐ NONE ☒ MINOR		W/15V	
	DIR OF TRAVEL ON STREET OR HIGHWAY						CAL-T		DOT			
	N US-101						CAL-T		TCP/PS-C		MC/MX	
	SPEED LIMIT						CA		DOT			
	65						CAL-T		TCP/PS-C		MC/MX	
PARTY 2	DRIVER'S LICENSE NUMBER		STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR		LICENSE NUMBER	STATE	
	[REDACTED]		CA	C	M	G	2020	[REDACTED]		[REDACTED]	CA	
DRIVER	NAME (FIRST, MIDDLE, LAST)						OWNER'S NAME		SAME AS DRIVER			
	[REDACTED]						[REDACTED]					
FEET-TRIAN	STREET ADDRESS						OWNER'S ADDRESS		SAME AS DRIVER			
	[REDACTED]						[REDACTED]					
PARKED VEHICLE	CITY / STATE / ZIP						CALABASAS CA					
	CALABASAS CA											
BICT-CLIST	SEX	HAIR	EYES	HEIGHT	WEIGHT	MO	BIRTHDATE DAY	YEAR	RACE	DISCOUNT TOWING - (818) 798-8272		
	M	BLK	BRN	5-08	150				O	PRIOR MECH. DEFECTS ☒ NONE APP. ☐ REFER TO NARRATIVE		
OTHER	HOME PHONE						BUSINESS PHONE		VEHICLE IDENTIFICATION NUMBER: WIKVFB83LR			
	[REDACTED]						NONE					
	INSURANCE CARRIER						VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE		SHADE IN DAMAGED AREA	
	GEICO						01		☐ UNK ☐ NONE ☒ MINOR		W/15V	
	DIR OF TRAVEL ON STREET OR HIGHWAY						CAL-T		DOT			
	N US-101						CAL-T		TCP/PS-C		MC/MX	
	SPEED LIMIT						CA		DOT			
	65						CAL-T		TCP/PS-C		MC/MX	
PARTY 3	DRIVER'S LICENSE NUMBER		STATE	CLASS	AIR BAG	SAFETY EQUIP.	VEH. YEAR	MAKE / MODEL / COLOR		LICENSE NUMBER	STATE	
	[REDACTED]											
DRIVER	NAME (FIRST, MIDDLE, LAST)						OWNER'S NAME		SAME AS DRIVER			
	[REDACTED]						[REDACTED]					
FEET-TRIAN	STREET ADDRESS						OWNER'S ADDRESS		SAME AS DRIVER			
	[REDACTED]						[REDACTED]					
PARKED VEHICLE	CITY / STATE / ZIP						DISPOSITION OF VEHICLE ON ORDER OF:		☐ OFFICER ☐ DRIVER ☐ OTHER			
	[REDACTED]											
BICT-CLIST	SEX	HAIR	EYES	HEIGHT	WEIGHT	MO	BIRTHDATE DAY	YEAR	RACE	PRIOR MECH. DEFECTS ☐ NONE APP. ☐ REFER TO NARRATIVE		
OTHER	HOME PHONE						BUSINESS PHONE		VEHICLE IDENTIFICATION NUMBER:			
	[REDACTED]						[REDACTED]					
	INSURANCE CARRIER						VEHICLE TYPE		DESCRIBE VEHICLE DAMAGE		SHADE IN DAMAGED AREA	
	[REDACTED]						[REDACTED]		☐ UNK ☐ NONE ☐ MINOR			
	DIR OF TRAVEL ON STREET OR HIGHWAY						CAL-T		DOT			
	[REDACTED]						CAL-T		TCP/PS-C		MC/MX	
	SPEED LIMIT						CA		DOT			
	[REDACTED]						CAL-T		TCP/PS-C		MC/MX	
PREFAKER'S NAME		DISPATCH NOTIFIED		REVIEWER'S NAME		DATE REVIEWED						
C. W. CAHILL 021999		☐ YES ☐ NO ☒ N/A		JEFFREY W WADSWORTH 020153		04/15/2020						

AN INTERNATIONALLY ACCREDITED AGENCY

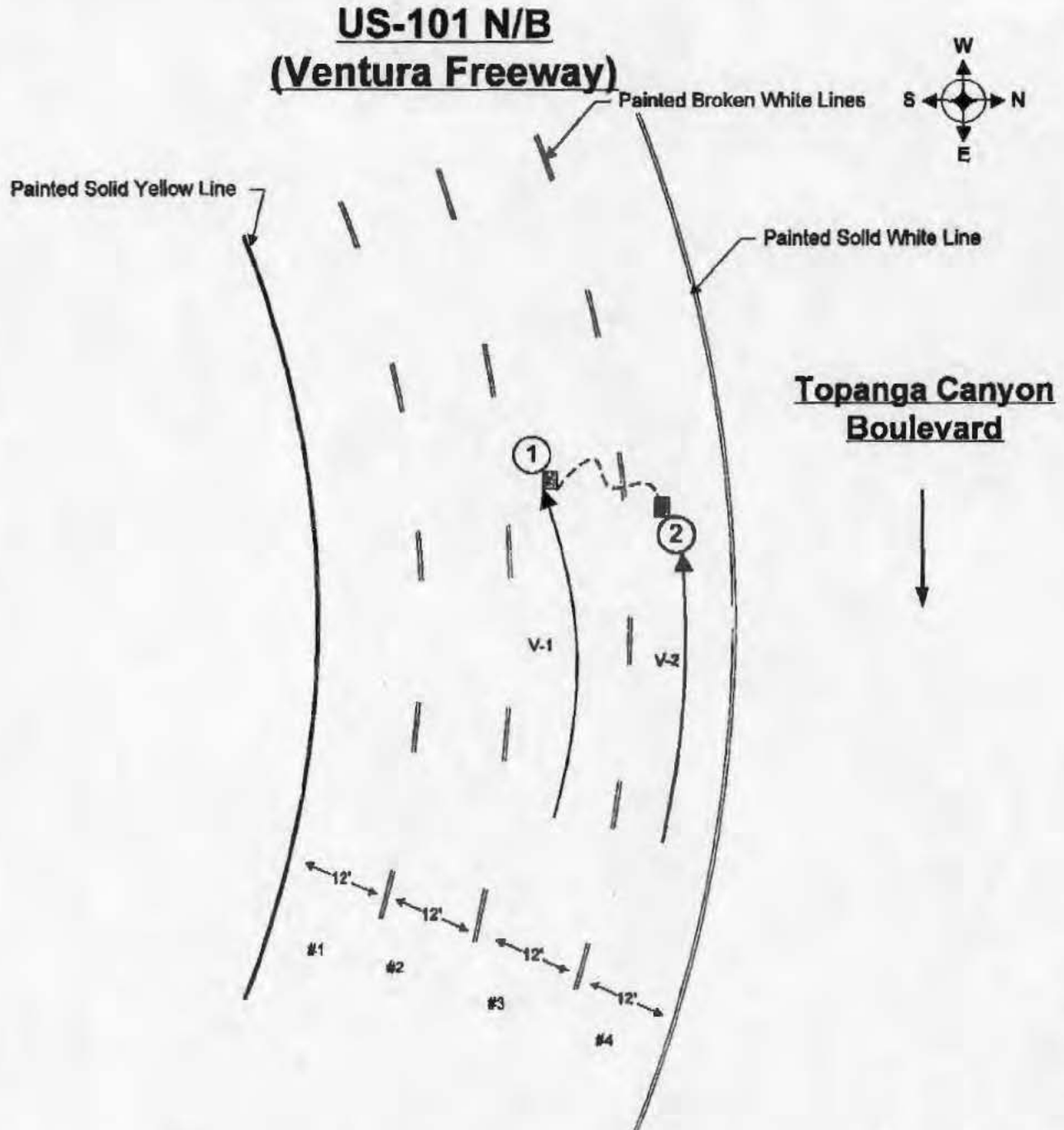
STATE OF CALIFORNIA
SKETCH DIAGRAM

CHP 555 Page 4 (Rev. 04-11) OPI060

PAGE 3 OF 6

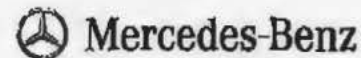
DATE OF INCIDENT	TIME	NCIC NUMBER	OFFICER I.D.	NUMBER
04/06/2020	1411	9580	021999	[REDACTED]

ALL MEASUREMENTS ARE APPROXIMATE AND NOT TO SCALE UNLESS STATED (SCALE=)



PREPARED BY C. W. CAHILL	I.D. NUMBER 021999	DATE 04/06/2020	REVIEWER'S NAME JEFFREY W WADSWORTH 020153	DATE 04/15/2020
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XENTRY



Initial quick test log

Model series	C (205) / 205.083
MB workshop	-
Vehicle identification number	W1KWF8DB8L[REDACTED]
Steering variant	Left-hand drive vehicle
Main odometer reading	10337.0km
Software version	27.15.2.1
Data status	DVD 06/2020
Battery voltage	--
Hardware ID	495D956D511F
Application ID	252
Time of quick test creation	27.08.2020 15:33:34

Installed add-on versions: 5225, 5226, 15670, 15606, 15622, 15628, 15647, 15648, 15667, 15673, 15691, 16736, 16738, 16740, 15742, 15743, 15744, 15746, 15747, 15748, 15749, 15760, 15761, 15763, 15764, 15768, 15760, 15761, 15764, 15776, 15777, 15786, 15792, 15794, 16797, 16803, 15806, 16812, 16818, 16820, 16821, 16823, 16829, 15835, 15836, 15839, 15843, 15844, 15848, 15847, 15848, 15854, 16856, 15866, 15868, 15871, 15882, 15883, 15885, 15890, 15892, 15895, 15899, 15902, 15903, 15906, 15908, 15910, 15912, 15913, 15917, 16920, 15921, 15923, 15930, 15933, 16934, 15943, 15945, 15949, 15952, 16954, 15956, 15957, 16958, 15961, 15965, 15967, 15961, 15984, 15985, 15986, 15995, 16000, 16002, 16005, 16009, 16014, 16020, 16022, 16023, 16025, 16030, 16034, 16035, 16041, 16043, 16044, 16046, 16047, 16048, 16050, 16052, 16053, 16054, 16055, 16057, 16063, 16064, 16067, 16069, 16073, 16076, 16078, 16080, 16082, 16084, 16086, 16090, 16092, 16094, 16095, 16096, 16097, 16099, 16100, 16103, 16104, 16107, 16110, 16111, 16114, 16117, 16120, 16122, 16124, 16126, 16130, 16132, 16134, 16137, 16139, 16141, 16147, 16148, 16150, 16151, 16153, 16154, 16157, 16159, 16160, 16161, 16163, 16165, 16167, 16176, 16181, 16182, 16183, 16186, 16187, 16189, 16190, 16194, 16195, 16196, 16199, 16200, 16203, 16204, 16206, 16207, 16209, 16213, 16217, 16218, 16220, 16223, 16224, 16227, 16228, 16230, 16234, 16236, 16238, 16239, 16243, 16244, 16246, 16247, 16249, 16252, 16254, 16255, 16260, 16261, 16262, 16263, 16264, 16267, 16269, 16270, 16271, 16274, 16275, 16277, 16280, 16282, 16284, 16286, 16288, 16289, 16290, 16292, 16293, 16296, 16303, 16305, 16307, 16308, 16313, 16314, 16316, 16320, 16321, 16323, 16325, 16330, 16333, 16336, 16339, 16340, 16343, 16344, 16346, 16347, 16348, 16350, 16353, 16354, 16356, 16358, 16360, 16361, 16362, 16368, 16369, 16371, 16374, 16375, 16376, 16379, 16382, 16387, 16389, 16390, 16391, 16394, 16395, 16397, 16402, 16404, 16407, 16410, 16411, 16412, 16413, 16415, 16417, 16418, 16419, 16420, 16421, 16422, 16424, 16427, 16428, 16431, 16432, 16433, 16434, 16436, 16436, 16441, 16442, 16443, 16444, 16446, 16447, 16460, 16451, 16452, 16455, 16457, 16458, 16459, 16460, 16462, 16464, 16466, 16467, 16468, 16470, 16471, 16474, 16475, 16479, 16480, 16481, 16483, 16484, 16485, 16487, 16490, 16491, 16494, 16495, 16496, 16498, 16499, 16501, 16503, 16505, 16506, 16507, 16509, 16512, 16513, 16514, 16519, 16520, 16521, 16524, 16527, 16528, 16530, 16532, 16533, 16536, 16537, 16539, 16540, 16541, 16543, 16544, 16546, 16550, 16551, 16552, 16559, 16566, 16567, 16572, 16575, 16576, 16580, 16581, 16582, 16587, 16589, 16590, 16594, 16598, 16600, 16604, 16626, 16631, 16634, 16638, 16642, 16643, 16644, 16659

N66/2 - Backup camera (RFK)

Model	Part number	Supplier	Version
Hardware	213 901 24 09	Magna	18/41 000
Software	213 902 78 17	Magna	18/20 000
Boot software	---	---	19/41 000
Diagnosis identifier	000025	Control unit variant	RVC177 RVC177 000025

Event	Text	Status
U142886	Implausible data were received from the control panel 'Head unit'. There is an incorrect signal.	S
	Name	First occurrence
	Frequency counter	20.00
	Main odometer reading	10160.00km
	Number of ignition cycles since the last occurrence of the fault	17.00

S=STORED

N112/9 - Control unit for telematics services (HERMES)

Model	Part number	Supplier	Version
Hardware	187 901 85 02	Continental	18/27 000
Software	247 902 78 03	Harman / Becker	18/42 006
Software	000 902 43 48	Daimler	18/31 000
Software	000 902 41 33	Daimler	17/12 000
Boot software	---	---	18/42 006

Diagnosis identifier	000800	Control unit variant	HERMES_Hermes_FreshU
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Event	Text			Status
B16AC00	The configuration of the SIM card of the control unit is faulty.			A+S
	Name	First occurrence	Last occurrence	
	Frequency counter		1	
	Main odometer reading	0km	0km	

Case Number: [REDACTED]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Front/Back camera is not working				yes
Telematic service not working				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) : [REDACTED] Date 09, 08, 20

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Dispute
Creditor
P.O. Box 961

Roanoke

TX, 76262

[REDACTED]
Calabasas, CA [REDACTED]

Account Number: [REDACTED]

Just as we spoke on the phone, I was an outstanding customer and I was given \$8000 credit on my next Mercedes lease. [REDACTED] promised to account that credit onto my new Mercedes lease and when we were signing papers they rushed me into finishing and I was not able to check whether the credit had been applied or not. I felt this was very corrupt and felt they coerced me into signing the lease agreement so they can finish without taking my concerns into consideration. On top of that, the vehicle they gave me was defected and had to go in for service several times. I will follow up this letter with evidence that supports my claims. I would like for your team to review and I would like to resolve this issue in a satisfactory manner.

Sincerely,

[REDACTED]
Mercedes-Benz Customer

**Mercedes-Benz****Mercedes-Benz
Financial Services**

Additionally, in your claim, you state MBFS declined to cooperate with your request for payment assistance. Our records indicate that MBFS provided assistance by processing your request to defer payments for the following months March, April, May, and June 2020. For your reference, I have attached payment deferrals for the above-referenced months.

Thank you for taking the time to share your experience with us and providing MBFS the opportunity to investigate and respond to your concern.

Kind regards,

Casey Luster
Customer Relations

I purchased a Mercedes c 300 w 2020 from keyes European in van nuyes CA ,on 02/18/20.On 4/6/2020my son had on accident on the freeway due to the fallure of the signal warning system which alerts the driver of any obstruction on the freeway causing a dangerous accident resulting in damages to the car and passengers which happened to my son.Keyes and Mercedes financial services refused to acknowledge the defective Mercedes c300 under the lemon law and their service department to. I was advised to present car to a certified independent Mercedes benz mechanic.The pandemic happened and my job ended ,so that I asked Mercedes finance to adjust the payment until the issue of the defective car was resolved,and they refused ,and they repossessed the car .I asked for clarification of my dilemma that I was paying for a defective car from the Mercedes corporation. Case History : With excellent credit on a 3 years lease with keyes European on a 2017 c300 mercedes ,and I wished to purchase it ,and the salesman refused me by entlcing and rewarding me with the incentive of \$8000 credit if I lease a new Mercedes c300 2020.I never received that financial incentive today the Mercedes keyes charging me 10,000doller for a defective car repossession when I should be charging them as I gave them \$2280 deposit plus I was cheated and not given my \$8000 reward. After many attempts to resolve these issues for a fair resolution ,David Kohan the general manager of dealer told me To "Do NOTHING" I was appalled by this remark. Which showed me that he did not wish to abide by good business practices.I have been so stressed by this burden realizing that Mercedes dealer and Mercedes financial have been treating me like a naïve female immigant passing me like a bouncing ball in a circle to one another like playing a game. I am Including evidence of unfair business practices. RECALL: C300w 2020 is documented by Mercedes corporation .