

UNITED STATES DEPARTMENT OF
TRANSPORTATION

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

OFFICE OF DEFECTS INVESTIGATIONS. (NVS-210)

1200 NEW JERSEY AVENUE SOUTH EAST

WASHINGTON D C, 20590

R

Vehicle Complaint Form

Need Help?

1. Vehicle Information
2. Incident Information
3. Personal Information
4. Review and Submit

Please correct the highlighted errors below before continuing.

! If you need assistance in filling this form out, please call the Vehicle Safety Hotline at 888-327-4236.

Hearing Impaired (TTY): 888-275-9171

2. Incident Information

Problem Parts

Which parts of your car were affected? Select up to three vehicle components from either section below that you believe may have caused or contributed to the incident(s). If you are unsure of which components failed or the failed component is not on the list, choose "Other/I Am Not Sure." in the Standard Vehicle Components list.

Standard Vehicle Components

- Air Bags ?
- Body ?
- Brakes ?
- Electrical ?
- Engine ?
- Fuel/Propulsion System ?
- Lighting ?
- Power Train ?
- Seat Belts ?
- Seats ?
- Speed Control ?
- Steering ?
- Suspension ?
- Visibility/Wiper ?
- Wheels ?
- Other/I Am Not Sure ?

Advanced Driver Assistance Systems (ADAS)

- Adaptive Cruise Control ?
- Automatic Emergency Braking ?
- Blind Spot Warning ?
- Forward Collision Warning ?
- Lane Departure Warning ?
- Lane Keeping Assistance ?
- Parking Collision Warning ?
- Rear Cross Traffic Warning ?

What happened?

In your own words, tell us what happened.

WARNING: In this section, **DO NOT** include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc). This description, exactly as you enter it, may appear

in a public NHTSA database. ?

General Guidelines

When describing what happened, try to answer these questions as specifically as possible:

- What component or system failed or malfunctioned, and is it available for inspection upon request?
- How was your safety or the safety of others put at risk?
- Has the problem been reproduced or confirmed by a dealer or independent service center?
- Has the vehicle or component been inspected by the manufacturer, police, insurance representatives or others?
- Were there any warning lamps, messages or other symptoms of the problem prior to the failure, and when did they first appear?

If you are uncertain, simply state UNKNOWN and provide your best assessment of the incident and cause in your description.

CAR PURCHASED SEPT 2 2024 FLETCHER JONES MERCEDES NEWPORT BEACH CA.
CAR WAS PICKED UP SEPT 5 AND DRIVEN TO HENDERSON NEVADA. SEPT 7 CAR WAS BEING DRIVEN WITH 307 TOTAL MILES AND WHILE STOPPING AT A RED LIGHT THE BRAKE PEDAL WENT TO THE FLOOR, AND I HIT THE CAR IN FRONT OF ME. I DID NOT GET OUT OF THE CAR AND WAVED THE DRIVER OF THE CAR I HIT TO COME BACK TO MY CAR. I SHOWED THE DRIVER THAT MY FOOT WAS ON THE BRAKE PEDAL AND THE BRAKE PEDAL WAS ALL THE WAY ON THE FLOOR. HE ACKNOWLEDGED SO THE CAR WAS TOWED TO THE MERCEDES DEALERSHIP

299 characters remaining

Additional Details

Tell us the approximate date this incident occurred.

! Invalid date. Date must be today or in the past.



MM/DD/YYYY

Was there a crash?

Yes No

Were vehicles towed?

Yes No

Was there a fire?

Yes No

Was there an injury or fatality?

Yes No

Was there a police report?

Yes No

Police Report Number

(optional)

Police Department

(optional)

Tell us more about the location. You can put an exact address, cross streets, mile marker, city and/or state.

(optional)

[REDACTED] HENDERSON NEVADA.

You will be asked to upload the police report when you get to the Upload Files section of this form.

How fast were you going? (in mph)

(optional)

10 mph

About how many miles were on your vehicle at the time of the incident?

(optional)

307

Upload Files (Optional)

Upload a photo or other documentation like repair invoice, police report, insurance claim, correspondence with the manufacturer or insurer, etc. If you don't already have an electronic version of the documentation, scan then upload.

What can I upload?

- Formats: JPG, JPEG, GIF, TIF, TIFF, PNG, BMP or PDF
- Maximum of 10 files, 10 MB each

! Please upload a police report.

Upload Files

Back

NEXT: Personal Information

This site is protected by reCAPTCHA and the Google Privacy Policy and Terms of Service apply.

MERCEDES-BENZ OF HENDERSON

A FLETCHER JONES COMPANY

CUSTOMER #: [REDACTED]

* INVOICE *

925 Auto Show Drive · Henderson, NV 89014
 Phone (702) 485-3000 · Fax (702) 485-3099
 www.mbofhenderson.com

OPEN
 MON-FRI 7:00 AM to 6:00 PM
 SAT 8:00 AM to 5:00 PM

PAGE 1

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

SERVICE ADVISOR: 14 WILLIAM BANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	24	MERCEDES C300	[REDACTED]		307/312	T7984	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP24 DD			15:00 15SEP24		0.00	CASH	12SEP24
R.O. OPENED		READY	OPTIONS: DLR:49108 ENG:2.0_Liter_DOHC_Turbo				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

CUSTOMER STATES BRAKES FEEL SPONGY, CHECK AND ADVISE.

DIAG DIAGNOSIS VEHICLE SYMPTOMS

100 ISP

(N/C)

312 No problems found at this time Performed function test of braking system (All braking functions operate as designed at this time), Performed an inspection of entire braking system for leaks (all components are dry and leak tight), Fluid is full and clean, no signs of any residual at any point. Performed coasting stop, full lock stop and high speed emergency stopping procedures (all function well within nominal). Compared functions to 2 like vehicles. All functions are uniform throughout all tested vehicles. D&C battery maintainer, performed Quick test (no related codes noted at this time).

B CUSTOMER STATES BRAKE PEDALS WILL GO ALL THE WAY TO THE FLOOR, WHEN BRAKING, CHECK AND ADVISE

NPF NO PROBLEM FOUND WITH THIS CONDITION

100 ISP

(N/C)

312 Could not duplicate concern Could not duplicate clients concern at this time. All braking systems functions operate as designed at this time. Pedal travel is consistent with multiple other compared like vehicles. Fluid level is full and clean, pads are at 95-98%. Stopping distance consistent with multiple compared like vehicles. No signs of trapped air in brake hydraulic system. No problem found at this time.

C MULTI POINT INSPECTION --- PERFORMED INSPECTION AND PROVIDED REPORT TO SERVICE ADVISOR FOR REVIEW WITH GUEST

CAUSE: PERFORM MULTIPOINT INSPECTION

MPI MULTI POINT INSPECTION --- PERFORMED

INSPECTION AND PROVIDED REPORT TO SERVICE

ADVISOR FOR REVIEW WITH GUEST

100 ISP

(N/C)

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.

MISC. MATERIALS - 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	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

X



LIMITED SERVICE-PARTS AND ACCESSORIES WARRANTY

THIS LIMITED WARRANTY COVERS:

DEFECTS: Mercedes-Benz of North America, Inc. (MBNA) warrants to the original purchaser and each subsequent owner of Mercedes-Benz genuine service replacement parts, equipment, or factory approved accessories, except tires, installed on Mercedes-Benz passenger cars which are operated in the U.S.A. under normal use and service to be free from defects in material and workmanship.

ANY MERCEDES-BENZ DEALER: Any authorized Mercedes-Benz dealer of the purchaser's choice will, without charge, perform warranty repairs or replacements. The purchaser must return the defective part or accessory to the dealer's place of business during normal service hours. A reasonable time should be allowed after taking the part to the dealer for performance of the repair.

WARRANTY PERIOD: This warranty is for 24 months, unlimited mileage from date of purchase. Automatic transmissions are warranted for 24 months or 24,000 miles, whichever comes first, from date of purchase as of January 1, 2017. Engines and longblocks are warranted for 48 months or 50,000 miles, whichever comes first, from date of installation as of January 1, 2017. For batteries, see Limited Battery Warranty, form S-0417-B02-A.

WARRANTY STARTS: The warranty period starts from the date of purchase of the part or accessory. The dealer must be furnished with the customer's copy of the original sales slip on counter sales or the customer's copy of the repair order on dealer installations to validate the date of purchase.

NO CHARGE: Warranty repairs will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz dealer.

THIS WARRANTY DOES NOT COVER:

TIRES: Replacement tires are warranted by the tire manufacturer.

DAMAGES DUE TO ACCIDENTS, MISUSE, OR NEGLIGENCE: Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by MBNA.

NORMAL MAINTENANCE IS OWNER RESPONSIBILITY: The cleaning, adjusting or replacing of parts in the course of normal maintenance, such as air, oil, and fuel filters, windshield wiper blades, light bulbs, distributor points, or condensers. Spark plugs that are oil or lead fouled or which fail due to the use of low grade fuel, improper selection of heat range or misapplication. The expense of replacing such items is the owner's responsibility.

DAMAGE CAUSED BY REPAIR PARTS: Malfunctions caused by the use of other than Original Mercedes-Benz spare parts and accessories.

DAMAGE FROM THE ENVIRONMENT: Parts made out of cloth or leather (upholstery, convertible tops), wood, paint, or chrome which have been affected by airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.

DAMAGE TO GLASS: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing fault can be established.

NON-DEALER INSTALLATION: Labor for removal and replacement of defective parts and accessories sold by an authorized Mercedes-Benz dealer, if the subsequent repair is performed by a non-authorized repair facility. Labor charges shall be paid only for services provided by an authorized Mercedes-Benz dealer.

EXTRA EXPENSES: This warranty does not cover payment for loss of the use of the car during warranty repairs nor lodging bills, car rentals, other travel costs, towing, telephone calls, loss of pay or any other indirect or consequential damage.

THINGS YOU SHOULD KNOW ABOUT THE MERCEDES-BENZ LIMITED SERVICE PARTS AND ACCESSORIES WARRANTY:

GENERAL: Our intention is to repair under the warranty, without charge to you, anything which is our fault that goes wrong with an original Mercedes-Benz spare part or accessory that you purchased and had installed by a M-B dealer. All we ask is that you properly maintain and care for the part or accessory and that you have warranty repairs performed by an authorized Mercedes-Benz dealer.

Please note the difference between "defects" and "damage" as used in the warranty. Defects are covered since we, the distributor, are responsible.

Conversely, we have no control over damage caused by such things as but not limited to collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty.

Maintenance services are also not covered by the warranty since it is the owner's responsibility to maintain the vehicle according to the Maintenance Schedule provided.

CUSTOMER REPAIR ORDER: Your servicing dealer will give you a copy of the Repair Order on all warranty repairs performed. Please keep this copy with your vehicle records.

WHAT TO DO IF THERE IS A QUESTION REGARDING WARRANTY:

The satisfaction and goodwill of Mercedes-Benz owners is of primary concern to Mercedes-Benz dealers and MBNA. In the event a warranty matter is not handled to your satisfaction, the following steps are suggested:

FIRST- Discuss the problem with your Mercedes-Benz dealership management. Talk to the Service Manager, then if you still have questions, discuss them with **THEN-** the dealership's owner.

Request clarification - If unanswered questions remain, contact Mercedes-Benz of North America, Inc., Customer Assistance Center, One Glenview Road, Montvale, New Jersey 07645-0350.

1-800-FOR-MERCEDES

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle,
2. Vehicle Identification Number stamped on windshield tag,
3. Date part purchased,
4. Your M-B Dealer's name,
5. Nature of problem.

Distributor in the United States:

Mercedes-Benz USA, LLC
One Mercedes Benz Drive
Sandy Springs, GA 30328

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. MERCEDES-BENZ A.G., MERCEDES-BENZ OF NORTH AMERICA, INC., OR THE MERCEDES-BENZ DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

MERCEDES-BENZ OF HENDERSON

A FLETCHER JONES COMPANY

CUSTOMER #:

INVOICE

925 Auto Show Drive · Henderson, NV 89014
 Phone (702) 485-3000 · Fax (702) 485-3099
 www.mbofhenderson.com

OPEN
 MON-FRI 7:00 AM to 6:00 PM
 SAT 8:00 AM to 5:00 PM

HENDERSON, NV

PAGE 1

HOME: CONT
 BUS: CELL:

SERVICE ADVISOR: 14 WILLIAM BANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	24	MERCEDES C300			1481/1493	T7780

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP24 DD			17:00 03DEC24		0.00	CASH	03DEC24

R.O. OPENED	READY	OPTIONS:	DLR:49108	ENG:2.0 Liter DOHC Turbo
11:26 02DEC24	13:21 03DEC24			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES BRAKE PEDAL GOES TO THE FLOOR, INTERMITTENTLY, WHEN BRAKING AT 40+ MPH. CHECK AND ADVISE

DIAG DIAGNOSIS VEHICLE SYMPTOMS

247 ISP

(N/C)

1491 NPF at this time No problems found at this time, performed function test of braking system (All braking functions operate as designed at this time), Performed an inspection of entire braking system for leaks (all components are dry and leak tight), Fluid is full and clean, no signs of any residual at any point. Performed coasting stop, full lock stop and highspeed emergency stopping procedures (all function well within nominal). Compared functions to a like vehicle. All functions are uniform throughout all tests. D&C battery maintainer & performed Quick test (no related codes noted at this time). Retrieved actual values during braking processes and uploaded to file (Pedal travel well within nominal), Brake pressure in master cylinder (well within nominal) (see pXD). Stopping distance is comparable to like vehicle (both vehicles stop at the same distance when brake is applied under normal stopping and emergency stopping, at all speed ranges). Fluid level is full and clean, no signs of trapped air in brake hydraulic system, pads are at 95%, discs are well within nominal (32mm F 22mm R) no abnormal wear patterns. Please note that this vehicle had a frontal collision before the last visit, the client is aware that repairs from that collision have not yet been performed. Short range and medium range radar sensors as well as both headlights and front bumper and grille are damaged. These damages can adversely affect the accuracy and effectiveness of the assistance systems that depend on correct orientation of the radar sensors and head lamps.

B CUSTOMER STATES CENTER CONSOLE LID WILL NOT CLOSE, CHECK AND ADVISE CAUSE: STUCK

680000 NONTIME TO RESECURE RELEASE BUTTON

247 ISP

(N/C)

1493 CENTER CONSOLE LID STAYS OPEN VERIFIED CLIENT CONCERN, R&R RELEASE BUTTON ON CENTER CONSOLE LID, FOUND SPRING HAS DETACHED FROM

NOTICE TO CONSUMER

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MISC. MATERIALS - 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	

X



LIMITED SERVICE-PARTS AND ACCESSORIES WARRANTY

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NO CHARGE: Warranty repairs will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz dealer.

THIS WARRANTY DOES NOT COVER:

TIRES: Replacement tires are warranted by the tire manufacturer.

DAMAGES DUE TO ACCIDENTS, MISUSE, OR NEGLIGENCE: Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by MBNA.

NORMAL MAINTENANCE IS OWNER RESPONSIBILITY: The cleaning, adjusting or replacing of parts in the course of normal maintenance, such as air, oil, and fuel filters, windshield wiper blades, light bulbs, distributor points, or condensers. Spark plugs that are oil or lead fouled or which fail due to the use of low grade fuel, improper selection of heat range or misapplication. The expense of replacing such items is the owner's responsibility.

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DAMAGE FROM THE ENVIRONMENT: Parts made out of cloth or leather (upholstery, convertible tops), wood, paint, or chrome which have been affected by airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.

DAMAGE TO GLASS: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing fault can be established.

NON-DEALER INSTALLATION: Labor for removal and replacement of defective parts and accessories sold by an authorized Mercedes-Benz dealer, if the subsequent repair is performed by a non-authorized repair facility. Labor charges shall be paid only for services provided by an authorized Mercedes-Benz dealer.

EXTRA EXPENSES: This warranty does not cover payment for loss of the use of the car during warranty repairs nor lodging bills, car rentals, other travel costs, towing, telephone calls, loss of pay or any other indirect or consequential damage.

THINGS YOU SHOULD KNOW ABOUT THE MERCEDES-BENZ LIMITED SERVICE PARTS AND ACCESSORIES WARRANTY:

GENERAL: Our intention is to repair under the warranty, without charge to you, anything which is our fault that goes wrong with an original Mercedes-Benz spare part or accessory that you purchased and had installed by a M-B dealer. All we ask is that you properly maintain and care for the part or accessory and that you have warranty repairs performed by an authorized Mercedes-Benz dealer.

Please note the difference between "defects" and "damage" as used in the warranty. Defects are covered since we, the distributor, are responsible.

Conversely, we have no control over damage caused by such things as but not limited to collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty.

Maintenance services are also not covered by the warranty since it is the owner's responsibility to maintain the vehicle according to the Maintenance Schedule provided.

CUSTOMER REPAIR ORDER: Your servicing dealer will give you a copy of the Repair Order on all warranty repairs performed. Please keep this copy with your vehicle records.

WHAT TO DO IF THERE IS A QUESTION REGARDING WARRANTY:

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Request clarification - If unanswered questions remain, contact Mercedes-Benz of North America, Inc., Customer Assistance Center, One Glenview Road, Montvale, New Jersey 07645-0350.

1-800-FOR-MERCEDES

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle,
2. Vehicle Identification Number stamped on windshield tag,
3. Date part purchased,
4. Your M-B Dealer's name,
5. Nature of problem.

Distributor in the United States:

Mercedes-Benz USA, LLC
One Mercedes Benz Drive
Sandy Springs, GA 30328

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. MERCEDES-BENZ A.G., MERCEDES-BENZ OF NORTH AMERICA, INC., OR THE MERCEDES-BENZ DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

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CUSTOMER #:

MERCEDES-BENZ OF HENDERSON

A FLETCHER JONES COMPANY

* INVOICE *

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OPEN
MON-FRI 7:00 AM to 6:00 PM
SAT 8:00 AM to 5:00 PM

HENDERSON, NV

PAGE 2

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

SERVICE ADVISOR: 14 WILLIAM BANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	24	MERCEDES C300	[REDACTED]		1481/1493	T7780

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
03SEP24 DD			17:00	03DEC24	0.00	CASH	03DEC24

R.O. OPENED	READY	OPTIONS:
11:26 02DEC24	13:21 03DEC24	DLR:49108 ENG:2.0_Liter_DOHC_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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RELEASE HOOK AND NO COMPONENTS ARE DAMAGED, REATTACHED SPRING ONTO HOOK AND TESTED FUNCTION, VEHICLE OPERATES NORMAL AFTER REPAIR. ***NONTIME TO RESECURE RELEASE BUTTON***

C MULTI POINT INSPECTION --- PERFORMED INSPECTION AND PROVIDED REPORT TO SERVICE ADVISOR FOR REVIEW WITH GUEST
CAUSE: PERFORM MULTIPOINT INSPECTION

MPI MULTI POINT INSPECTION --- PERFORMED INSPECTION AND PROVIDED REPORT TO SERVICE ADVISOR FOR REVIEW WITH GUEST

247 ISP (N/C)
1493 MPI PERFORMED



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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

X



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DAMAGE TO GLASS: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing fault can be established.

NON-DEALER INSTALLATION: Labor for removal and replacement of defective parts and accessories sold by an authorized Mercedes-Benz dealer, if the subsequent repair is performed by a non-authorized repair facility. Labor charges shall be paid only for services provided by an authorized Mercedes-Benz dealer.

EXTRA EXPENSES: This warranty does not cover payment for loss of the use of the car during warranty repairs nor lodging bills, car rentals, other travel costs, towing, telephone calls, loss of pay or any other indirect or consequential damage.

THINGS YOU SHOULD KNOW ABOUT THE MERCEDES-BENZ LIMITED SERVICE PARTS AND ACCESSORIES WARRANTY:

GENERAL: Our intention is to repair under the warranty, without charge to you, anything which is our fault that goes wrong with an original Mercedes-Benz spare part or accessory that you purchased and had installed by a M-B dealer. All we ask is that you properly maintain and care for the part or accessory and that you have warranty repairs performed by an authorized Mercedes-Benz dealer.

Please note the difference between "defects" and "damage" as used in the warranty. Defects are covered since we, the distributor, are responsible.

Conversely, we have no control over damage caused by such things as but not limited to collision, misuse, and lack of maintenance. Therefore, damage for whatever reason is not covered by the warranty.

Maintenance services are also not covered by the warranty since it is the owner's responsibility to maintain the vehicle according to the Maintenance Schedule provided.

CUSTOMER REPAIR ORDER: Your servicing dealer will give you a copy of the Repair Order on all warranty repairs performed. Please keep this copy with your vehicle records.

WHAT TO DO IF THERE IS A QUESTION REGARDING WARRANTY:

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FIRST- Discuss the problem with your Mercedes-Benz dealership management. Talk to the Service Manager, then if you still have questions, discuss them with **THEN-** the dealership's owner.

Request clarification - If unanswered questions remain, contact Mercedes-Benz of North America, Inc., Customer Assistance Center, One Glenview Road, Montvale, New Jersey 07645-0350.

1-800-FOR-MERCEDES

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle,
2. Vehicle Identification Number stamped on windshield tag,
3. Date part purchased,
4. Your M-B Dealer's name,
5. Nature of problem.

Distributor in the United States:

Mercedes-Benz USA, LLC
One Mercedes Benz Drive
Sandy Springs, GA 30328

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. MERCEDES-BENZ A.G., MERCEDES-BENZ OF NORTH AMERICA, INC., OR THE MERCEDES-BENZ DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

MERCEDES-BENZ OF HENDERSON

A FLETCHER JONES COMPANY

CUSTOMER #:

INVOICE

925 Auto Show Drive · Henderson, NV 89014
 Phone (702) 485-3000 · Fax (702) 485-3099
 www.mbofhenderson.com

PAGE 1

OPEN
 MON-FRI 7:00 AM to 6:00 PM
 SAT 8:00 AM to 5:00 PM

HENDERSON, NV

HOME

BUS: CELL

SERVICE ADVISOR: 14 WILLIAM BANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	24	MERCEDES C300			1656/1676	T7549

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
03SEP24 DD			18:00 15JAN25		0.00	CASH	15JAN25

R.O. OPENED	READY	OPTIONS:	DLR:49108 ENG:2.0_Liter_DOHC_Turbo
08:35 03JAN25	07:05 15JAN25		

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

A CUSTOMER STATES BRAKE PEDAL WENT TO THE FLOOR AND WOULD NOT STOP, GUEST HAD TO PUMP THE BRAKES IN ORDER TO GET THE VEHICLE TO SLOW DOWN, CHECK AND ADVISE
 DIAG DIAGNOSIS VEHICLE SYMPTOMS
 247 ISP (N/C)

1656 No problems found at this time. Function tested braking system (vehicle stops as designed, after numerous attempts). A TIPS case opened for further assistance as this is the third visit for this concern (Case: [REDACTED]). Performed a complete braking system inspection as per case requirements. Processed inspection form and provided client with a questionnaire for details of this intermittent concern, however client has declined to fill out the questionnaire with details of the concern. As per TIPS case retrieved SRS control unit logs, Retrieved required documentation (Quick test<no related codes>, ESP version, ESP control unit log, No ESP faults, NO freeze frame due to no faults, pedal actual values, pressure values (with NO brake force, pedal angle at 6.6mm @ sensor ?A, 6.4 mm @ sensor ?B? and 0.04bar pressure at master cylinder pressure sensor) & (with brake force, pedal angle @ 17.7mm @ sensor ?A?, and 17.4mm @ sensor ?B?, and 51.3 bar pressure at master cylinder pressure sensor, with no fade). Retrieve ICM event logs and actual values of brake functions including speeds, and body acceleration yaw rate during deceleration phases. Inspected l/f footwell for obstructions including floor mat (No obstructions and mat is correctly secured)inspected brake pad life (9mm rear all, 10mm front all), rear discs (rear at 21.2 mm, front at 31.0mm), all brake hose connections and bleeders at all points of connection and inspected lines (no leaks noted and no irregularities noted)Inspected tires, sizes: Front 225/45 R18 95H, Rear 245/40 R18 97H, Tread depths (LF: Outer 6mm, Center 7mm, Inner 6mm), (RF: Outer 6mm, Center 7mm, Inner 7mm), (LR: Outer 6mm, Center 7mm, Inner 6mm), RR: Outer 6mm, Center 6mm, Inner 6mm). No damage noted on any tire surface or side walls. Performed full throttle stall speed test. The vehicle stayed stationary (re-tested several times, with the same result). Performed slow speed stop test, highspeed stop test, light

NOTICE TO CONSUMER

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MISC. MATERIALS - 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	

X



MERCEDES-BENZ

LIMITED SERVICE-PARTS AND ACCESSORIES WARRANTY

THIS LIMITED WARRANTY COVERS:

DEFECTS: Mercedes-Benz of North America, Inc. (MBNA) warrants to the original purchaser and each subsequent owner of Mercedes-Benz genuine service replacement parts, equipment, or factory approved accessories, except tires, installed on Mercedes-Benz passenger cars which are operated in the U.S.A. under normal use and service to be free from defects in material and workmanship.

ANY MERCEDES-BENZ DEALER: Any authorized Mercedes-Benz dealer of the purchaser's choice will, without charge, perform warranty repairs or replacements. The purchaser must return the defective part or accessory to the dealer's place of business during normal service hours. A reasonable time should be allowed after taking the part to the dealer for performance of the repair.

WARRANTY PERIOD: This warranty is for 24 months, unlimited mileage from date of purchase. Automatic transmissions are warranted for 24 months or 24,000 miles, whichever comes first, from date of purchase as of January 1, 2017. Engines and longblocks are warranted for 48 months or 50,000 miles, whichever comes first, from date of installation as of January 1, 2017. For batteries, see Limited Battery Warranty, form S-0417-B02-A.

WARRANTY STARTS: The warranty period starts from the date of purchase of the part or accessory. The dealer must be furnished with the customer's copy of the original sales slip on counter sales or the customer's copy of the repair order on dealer installations to validate the date of purchase.

NO CHARGE: Warranty repairs will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz dealer.

THIS WARRANTY DOES NOT COVER:

TIRES: Replacement tires are warranted by the tire manufacturer.

DAMAGES DUE TO ACCIDENTS, MISUSE, OR NEGLIGENCE: Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by MBNA.

NORMAL MAINTENANCE IS OWNER RESPONSIBILITY: The cleaning, adjusting or replacing of parts in the course of normal maintenance, such as air, oil, and fuel filters, windshield wiper blades, light bulbs, distributor points, or condensers. Spark plugs that are oil or lead fouled or which fail due to the use of low grade fuel, improper selection of heat range or misapplication. The expense of replacing such items is the owner's responsibility.

DAMAGE CAUSED BY REPAIR PARTS: Malfunctions caused by the use of other than Original Mercedes-Benz spare parts and accessories.

DAMAGE FROM THE ENVIRONMENT: Parts made out of cloth or leather (upholstery, convertible tops), wood, paint, or chrome which have been affected by airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.

DAMAGE TO GLASS: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing fault can be established.

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Request clarification - If unanswered questions remain, contact Mercedes-Benz of North America, Inc., Customer Assistance Center, One Glenview Road, Montvale, New Jersey 07645-0350.

1-800-FOR-MERCEDES

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle,
2. Vehicle Identification Number stamped on windshield tag,
3. Date part purchased,
4. Your M-B Dealer's name,
5. Nature of problem.

Distributor in the United States:

Mercedes-Benz USA, LLC
One Mercedes Benz Drive
Sandy Springs, GA 30328

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. MERCEDES-BENZ A.G., MERCEDES-BENZ OF NORTH AMERICA, INC., OR THE MERCEDES-BENZ DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR

THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

CUSTOMER #:

MERCEDES-BENZ OF HENDERSON

A FLETCHER JONES COMPANY

INVOICE

925 Auto Show Drive · Henderson, NV 89014
Phone (702) 485-3000 · Fax (702) 485-3099
www.mbofhenderson.com

PAGE 2

OPEN
MON-FRI 7:00 AM to 6:00 PM
SAT 8:00 AM to 5:00 PM

HENDERSON, NV

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 14 WILLIAM BANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	24	MERCEDES C300			1656/1676	T7549

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP24 DD			18:00 15JAN25		0.00	CASH	15JAN25

R.O. OPENED	READY	OPTIONS:
08:35 03JAN25	07:05 15JAN25	DLR:49108 ENG:2.0_Liter_DOHC_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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braking and hard braking. Each test the braking system arrested the vehicles motion correctly. Compared actual values and braking properties to several loaner vehicles of the same equipment levels, all of which fall into the same parameters as client?s vehicle. Provided OBS, and photos of each item during testing and inspection and provided to TIPS case. TIPS agent reviewed all findings and photos and no faults were found. Please be advised that there is front bumper/headlight damage that can adversely affect assist systems in the vehicle due to compromised radar sensors orientation.

 B MULTI POINT INSPECTION --- PERFORMED INSPECTION AND PROVIDED REPORT TO SERVICE ADVISOR FOR REVIEW WITH GUEST
 CAUSE: PERFORM MULTIPOINT INSPECTION
 MPI MULTI POINT INSPECTION --- PERFORMED INSPECTION AND PROVIDED REPORT TO SERVICE ADVISOR FOR REVIEW WITH GUEST
 247 ISP (N/C)

 C REINSPECT/TEST VEHICLE SYMPTOMS
 RCK REINSPECT/TEST VEHICLE SYMPTOMS
 100 ISP (N/C)
 1676 NPF: Tips case: [REDACTED] NPF: Tips case: [REDACTED]



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X

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



LIMITED SERVICE-PARTS AND ACCESSORIES WARRANTY

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ANY MERCEDES-BENZ DEALER: Any authorized Mercedes-Benz dealer of the purchaser's choice will, without charge, perform warranty repairs or replacements. The purchaser must return the defective part or accessory to the dealer's place of business during normal service hours. A reasonable time should be allowed after taking the part to the dealer for performance of the repair.

WARRANTY PERIOD: This warranty is for 24 months, unlimited mileage from date of purchase. Automatic transmissions are warranted for 24 months or 24,000 miles, whichever comes first, from date of purchase as of January 1, 2017. Engines and longblocks are warranted for 48 months or 50,000 miles, whichever comes first, from date of installation as of January 1, 2017. For batteries, see Limited Battery Warranty, form S-0417-B02-A.

WARRANTY STARTS: The warranty period starts from the date of purchase of the part or accessory. The dealer must be furnished with the customer's copy of the original sales slip on counter sales or the customer's copy of the repair order on dealer installations to validate the date of purchase.

NO CHARGE: Warranty repairs will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz dealer.

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DAMAGES DUE TO ACCIDENTS, MISUSE, OR NEGLIGENCE: Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by MBNA.

NORMAL MAINTENANCE IS OWNER RESPONSIBILITY: The cleaning, adjusting or replacing of parts in the course of normal maintenance, such as air, oil, and fuel filters, windshield wiper blades, light bulbs, distributor points, or condensers. Spark plugs that are oil or lead fouled or which fail due to the use of low grade fuel, improper selection of heat range or misapplication. The expense of replacing such items is the owner's responsibility.

DAMAGE CAUSED BY REPAIR PARTS: Malfunctions caused by the use of other than Original Mercedes-Benz spare parts and accessories.

DAMAGE FROM THE ENVIRONMENT: Parts made out of cloth or leather (upholstery, convertible tops), wood, paint, or chrome which have been affected by airborne fallout, such as chemicals and tree sap, or by road salt, hail, windstorm or other environmental factors.

DAMAGE TO GLASS: Glass breakage or scratches are not covered unless positive physical proof of a manufacturing fault can be established.

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1-800-FOR-MERCEDES

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle,
2. Vehicle Identification Number stamped on windshield tag,
3. Date part purchased,
4. Your M-B Dealer's name,
5. Nature of problem.

Distributor in the United States:

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One Mercedes Benz Drive
Sandy Springs, GA 30328

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

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MERCEDES-BENZ OF HENDERSON

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CUSTOMER #:

INVOICE

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 Phone (702) 485-3000 · Fax (702) 485-3099
 www.mbofhenderson.com

PAGE 1

OPEN
 MON-FRI 7:00 AM to 6:00 PM
 SAT 8:00 AM to 5:00 PM

HENDERSON, NV

HOME

CONT

BUS:

CELL

SERVICE ADVISOR: 14 WILLIAM BANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	24	MERCEDES C300			3068/3083	T7976

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISE	RATE	PAYMENT	INV. DATE
03SEP24 DD			18:00 04MAR25	0.00	CASH	03MAR25

R.O. OPENED	READY	OPTIONS: DLR:49108 ENG:2.0_Liter_DOHC_Turbo
08:04 27FEB25	17:11 03MAR25	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES BRAKE PEDAL WILL GO ALL THE WAY TO THE FLOOR AND TAKE A GREAT DISTANCE TO STOP, CHECK AND ADVISE CND COULD NOT DUPLICATE CUSTOMERS COMPLAINT

100 ISP

(N/C)

3083 No problem found at this time.. No problems were found at this time. (Note front end damage to head lamps, grille, front bumper, r/side front fender, and associated panels), Also note the vehicle is unregistered at this time) Client stated that he is fully aware of the damages and registration status. Function tested braking system (vehicle stops as designed, after, numerous attempts). Performed a complete braking system inspection. Intermittent questionnaire provided to client last visit for this concern. Client has declined to fill it out. Interviewed client and he stated,? when coming to a slow rolling stop the brake pedal will jump then go straight to the floor and the vehicle will not stop the vehicle at all, further he stated ?it has only happened 3 times in the time he has owned the vehicle?. Performed quick test (no related codes present) no freeze frame data due to no faults detected, pedal actual values, pressure values and associated pressure values well within nominal(with NO brake force, pedal angle at 6.6mm @ sensor (A) @ 6.4 mm @ sensor (B), and 0.04bar pressure at master cylinder pressure sensor)(with brake force, pedal angle (A) @ 17.7mm @ sensor, and (B) 17.4mm , and 50.5 bar pressure at master cylinder pressure sensor, with no pedal fade or pressure loss noted) found no objects or debris in l/f foot well (no pedal obstructions), floor mat is factory and properly secured, no event memory of any malfunctions (other than those associated with damaged front bumper and sensos). Brake fluid reservoir clean and full, ESP hydraulic unit lines no leak, all four brake discs show no grooves, or any irregularities. Rear discs at 21MM, inner pads 9mm, outer pads 9mm. Front discs at 31mm, inner pads 9mm, outer pads 9mm. Tire sizes: Front 225/45 R18 95H, Rear 245/40 R18 97H, Tread depths (LF: Outer 6mm, Center 7mm, Inner 6mm), (RF: Outer 6mm, Center 7mm, Inner 7mm), (LR: Outer 6mm, Center 7mm, Inner 6mm), RR: Outer 6mm, Center 6mm, Inner 6mm). No damage noted on any tire surface or side walls, No signs of leaks at brake hoses,

NOTICE TO CONSUMER

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

X



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Request clarification - If unanswered questions remain, contact Mercedes-Benz of North America, Inc., Customer Assistance Center, One Glenview Road, Montvale, New Jersey 07645-0350.

1-800-FOR-MERCEDES

The Customer Assistance Center may ask for the following information:

1. Year and model of vehicle,
2. Vehicle Identification Number stamped on windshield tag,
3. Date part purchased,
4. Your M-B Dealer's name,
5. Nature of problem.

Distributor in the United States:

Mercedes-Benz USA, LLC
One Mercedes Benz Drive
Sandy Springs, GA 30328

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

THIS IS THE ONLY WARRANTY GIVEN WITH THE PURCHASE OF MERCEDES-BENZ SERVICE REPLACEMENT PARTS, EQUIPMENT, OR ACCESSORIES. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY OUTLINED ABOVE FROM THE DATE OF PURCHASE. MERCEDES-BENZ A.G., MERCEDES-BENZ OF NORTH AMERICA, INC., OR THE MERCEDES-BENZ DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH PARTS, EQUIPMENT OR ACCESSORIES. NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE SUCH AS, DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY WHICH MAY BE REPAIRED OR REPLACED IN ACCORDANCE WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, so the above limitations may not apply to you.

Fw: Extended test drive of 2024 MB300C

From: [REDACTED]

To: [REDACTED]

Date: Wednesday, April 2, 2025 at 01:08 PM PDT

----- Forwarded Message -----

From: [REDACTED]

Sent: Wednesday, April 2, 2025 at 12:53:36 PM PDT

Subject: Extended test drive of 2024 MB300C

On Feb 24, I dropped the MB off at Fletcher Jones Mercedes Benz in Henderson. The head mechanic had driven the car about 3 miles and said he could not find anything unusual about the brakes.

I mentioned that 3 miles was not much of a test, and the brakes do not act up every day. I asked him if he would take the car home and drive it for a few days. He thought that was a good idea and agreed

to get me a loaner. It took a week to arrange for a loaner and I dropped the car off on Feb 27.

They had the car 5 nights for the testing. When I retrieved the car, there was a total of 15 miles driven!!!! Obviously he never took the car home or he drove it 1 day. It seemed like a bad joke to me.

they had the car 5 nights and drove it a total of 15 miles. HE AGREED TO DRIVE IT BACK AN FORTH TO HOME FOR 3 OR 4 DAYS. NO SUCH LUCK.

You can see the repair order dated Sept 27, 2024. WHAT A JOKE. I have bought over 25 MB vehicles and most of them from Fletcher Jones Mercedes.

The brakes are bad and the pedal has gone to the floor 4 times now and they don't give a damn. The car is 7 months old and only has 3,800 miles on it. My wife is afraid to drive it. PATHETIC, YOU HAVE A TRILLION DOLLAR MANUFACTURER, A 100 MILLION DOLLAR AGENCY, A \$49,000. VEHICLE. WHAT A JOKE!!

[REDACTED]
[REDACTED]

MERCEDES-BENZ OF HENDERSON

A FLETCHER JONES COMPANY

925 Auto Show Drive · Henderson, NV 89014
 Phone (702) 485-3000 · Fax (702) 485-3099
 www.mbofhenderson.com

OPEN
 MON-FRI 7:00 AM to 6:00 PM
 SAT 8:00 AM to 5:00 PM

CUSTOMER #:

INVOICE

PAGE 2

SERVICE ADVISOR: 14 WILLIAM BANE

HENDERSON, NV
 HOME
 BUS:

CELL

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	24	MERCEDES C300			3068/3083	T7976	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP24 DD			18:00 04MAR25		0.00	CASH	03MAR25
R.O. OPENED	READY	OPTIONS: DLR:49108 ENG:2.0_Liter_DOHC_Turbo					
08:04 27FEB25	17:11 03MAR25						

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

calipers or bleeders. No signs of residual brake fluid visible. Drove the vehicle, forward speed is arrested under different braking circumstances well within nominal (Slow braking to emergency braking, at slow speeds and high speed stops), vehicle stops as designed each time. Performed stationary stall brake test (braking system arrests motion as designed). Performed all drive cycle tests with a known good, like vehicle (all braking parameters are the same as client's vehicle). No problems noted at this time.

B CUSTOMER STATES BRAKES FEEL SPONGEY, CHECK AND ADVISE
 DIAG DIAGNOSIS VEHICLE SYMPTOMS

100 ISP

(N/C)

3083 No problem found No problem found

C MULTI POINT INSPECTION --- PERFORMED INSPECTION AND PROVIDED REPORT
 TO SERVICE ADVISOR FOR REVIEW WITH GUEST

CAUSE: PERFORM MULTIPOINT INSPECTION

MPI MULTI POINT INSPECTION --- PERFORMED
 INSPECTION AND PROVIDED REPORT TO SERVICE
 ADVISOR FOR REVIEW WITH GUEST

100 ISP

(N/C)

D REINSPECT/TEST VEHICLE SYMPTOMS

RCK REINSPECT/TEST VEHICLE SYMPTOMS

100 ISP

(N/C)

3083 OUI:90d OUI:90d

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.

MISC. MATERIALS - 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	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

X



MERCEDES-BENZ

LIMITED SERVICE-PARTS AND ACCESSORIES WARRANTY

THIS LIMITED WARRANTY COVERS:

DEFECTS: Mercedes-Benz of North America, Inc. (MBNA) warrants to the original purchaser and each subsequent owner of Mercedes-Benz genuine service replacement parts, equipment, or factory approved accessories, except tires, installed on Mercedes-Benz passenger cars which are operated in the U.S.A. under normal use and service to be free from defects in material and workmanship.

ANY MERCEDES-BENZ DEALER: Any authorized Mercedes-Benz dealer of the purchaser's choice will, without charge, perform warranty repairs or replacements. The purchaser must return the defective part or accessory to the dealer's place of business during normal service hours. A reasonable time should be allowed after taking the part to the dealer for performance of the repair.

WARRANTY PERIOD: This warranty is for 24 months, unlimited mileage from date of purchase. Automatic transmissions are warranted for 24 months or 24,000 miles, whichever comes first, from date of purchase as of January 1, 2017. Engines and longblocks are warranted for 48 months or 50,000 miles, whichever comes first, from date of installation as of January 1, 2017. For batteries, see Limited Battery Warranty, form S-0417-B02-A.

WARRANTY STARTS: The warranty period starts from the date of purchase of the part or accessory. The dealer must be furnished with the customer's copy of the original sales slip on counter sales or the customer's copy of the repair order on dealer installations to validate the date of purchase.

NO CHARGE: Warranty repairs will be made at no charge for parts and labor when performed at an authorized Mercedes-Benz dealer.

THIS WARRANTY DOES NOT COVER:

TIRES: Replacement tires are warranted by the tire manufacturer.

DAMAGES DUE TO ACCIDENTS, MISUSE, OR NEGLIGENCE: Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by MBNA.

NORMAL MAINTENANCE IS OWNER RESPONSIBILITY: The cleaning, adjusting or replacing of parts in the course of normal maintenance, such as air, oil, and fuel filters, windshield wiper blades, light bulbs, distributor points, or condensers. Spark plugs that are oil or lead fouled or which fail due to the use of low grade fuel, improper selection of heat range or misapplication. The expense of replacing such items is the owner's responsibility.

DAMAGE CAUSED BY REPAIR PARTS: Malfunctions caused by the use of other than Original Mercedes-Benz spare parts and accessories.

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USD Transportation
Nat'l Hwy Traffic Safety Admin.
Off of defects investigation CNDS-210
1200 New Jersey Ave S/E
W DC 20590
Reference Number 1642000

[REDACTED]
HENDERSON, NEVADA [REDACTED]



UNITED STATES DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATIONS. (NVS-210)
1200 NEW JERSEY AVENUE SOUTH EAST
WASHINGTON D C, 20590