

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

01-MAR-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

857741

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on driver's side) 4JGAB54E9XA142199	Vehicle Make MERCEDES BENZ	Vehicle Model 320	Vehicle Year 1999	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
--	---	--	--	--	--	---

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 2	Date(s) of Failure(s) <u>22-FEB-2000</u> Mileage at Failure(s) <u>10000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON TWO OCCASIONS VEHICLE EXPERIENCED ENGINE STALLING WHILE DRIVING. DEALER NOTIFIED, AND NOTHING COULD BE FOUND. *AK

CONTINUED ON BACK (REVERSE)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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FOR AGENCY USE ONLY 241

Date Received

01-MAR-2000

Od_or
rt_dt
od_rt
up_itr

Reference No.

857741

OWNER INFORMATION (Type or Print)

593213

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☐ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date / /

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4JGAB54E9XA142199	MERCEDES BENZ	320	1999	

Purchase Date	Dealer's Name	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City State Zip Code	No Cylinders	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Sport Utl ☐ Truck ☐ Motorcycle ☐ Other	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 2	Date(s) of Failure(s) 22-FEB-2000 Mileage at Failure(s) 10000 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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Crash: ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
---	---	---------------------------	----------------------	---------------------------	---

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON TWO OCCASIONS VEHICLE EXPERIENCED ENGINE STALLING WHILE DRIVING. DEALER NOTIFIED, AND NOTHING COULD BE FOUND. *AK

CONTINUE ON BACK IF NEEDED

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A9606

210922



Von Housen

M O T O R S

INVOICE

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825

PAGE 1

(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3773 FAX (916) 920-7953

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9KA142199	4HHX910	10437/10437	TC222
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP1999	17AUG99	02SEP2003	12:00 25FEB00	89.00	CASH	29FEB2000
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				
25FEB00	29FEB00	1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. ALTERNATE TRANSPORTATION REQUIREMENTS?							
ALT ALTERNATE TRANSPORTATION REQUIREMENTS?							

B. OWNER STATES: WHILE DRIVING HEARS ELECTRICAL POPPING NOISE, HEADLIGHTS WENT OUT, CUST TURNED OFF ENG THEN RESTARTED AND TURNED HEADLIGHTS BACK ON ONLY RT SIDE LIGHT CAME ON CHECK CAUSE: HARNESS

541017	FAULT CODES (DTC) READ AND DELETE AS REQUIRED						
3301	WLT						(N/C)
541010	ELECTRICAL SYSTEM, TEST / DETERMINE CONDITION						
3301	WLT						(N/C)
547942	REPAIRED HARNESS						
3301	WLT						(N/C)
4	072581-000303 FUSE ELEMENT						(N/C)

10437 FOUND FUSE 34 "OPEN" NOTE: THE DAY BEFORE WE HAD REPLACE A DEFECTIVE LEFT H-LAMP BULB. AFTER INSPECTION OF THE SYSTEMS INVOLVED IT IS BELIEVED THAT THE BULB HAD STRESSED THE FUSE AND THAT FURTHER ROAD VIBRATION/NORMAL LOAD CAUSED IT TO FAIL. R/R LEFT FRONT H-LAMP ASSEMBLY FOR INSPECTION CLOSELY EXAMINE EXPOSED WIRING HARNESS FOR ANY DAMAGE, BOTH SHEATHS INTACT. REMOVE FUSE/RELAY PANEL AND INSPECT CONNECTORS FOR CONDITION AND TIGHTNESS, OK MEASURE ALL LIGHT CIRCUITS FOR CURRENT USAGE ALL WELL WITHIN NOMINAL RANGES, IE: LEFT FRONT H-LAMPS 3.9-4.0 AMPS ETC. NOTE: THERE WAS A DRINK CONTAINER IN THE LEFT CUP HOLDER. THE TURN SIGNAL / LIGHT SWITCH WAS VISUALLY INSPECT WITH NO DEFECTS NOTED. REASSEMBLE AND RETEST OK

C CAR WASH
WCA AS A COURTESY WE HAVE WASHED AND VALUED YOUR VEHICLE. THANK YOU FOR VISITING VON

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES. PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A9003794 EPA #: GAO 831040804

CUSTOMER COPY

A9606

210922



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MOTOR S

INVOICE

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825

PAGE 2

 (916) 924-8000 - SALES & PARTS
 (916) 564-7378 - SERVICE DIRECT
 (800) 996-3723 FAX (916) 920 7953

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	10437/10437	TC222
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP1999	17AUG99	02SEP2003	12:00 25FEB00	89.00	CASH	29FEB2000
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				
25FEB00	29FEB00	1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1		HOUSEN MOTORS					
		508 C4				0.00	0.00

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
 INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
 BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
 OR MAKE AN APPOINTMENT FOR SERVICE.

FOR SERVICE
 APPOINTMENTS
 AND SERVICE
 INQUIRIES,
 PLEASE CALL OUR
 NEW SERVICE
 DIRECT LINE AT
 (916) 564-7378

ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	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
						ADJUSTMENTS	0.00
						SALES TAX	0.00
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			ACKNOWLEDGE RECEIPT OF VEHICLE AND HAVE RECEIVED A COPY OF THIS INVOICE.			PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: ABO75704 EPA #: CAC 99168088

CUSTOMER COPY

A9606

210799



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M O T O R S

INVOICE

MERCEDES-BENZ

181C HOWE AVENUE
SACRAMENTO, CA 95825

PAGE 1

(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	10362/10362	T150
IN SERVICE DATE	PHOD DATE	WARR EXP	PROMISED	FO NO	PAYMENT	INV DATE
03SEP1999	17AUG99	02SEP2003	17:00 23FEB00		89.00 CASH	25FEB2000

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS
23FEB00	24FEB00	ENG:112942-30-456843 TRN:1636997 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CT4 0.00 0.00

E OWNER STATES; WHILE BACKING OUT GARAGE THIS AM ENG DIED. ENG DID

RESTART, NO PROBLEMS FOUND WHEN CUST CAME IN, ED BURTON CHECKED

00 *GENERAL SERVICE

9999 CT4 0.00 0.00

10362 NOTE ONLY

C OWNER STATES; GET PRICE ON RT OUTSIDE MIRROR, (CRACKED)

00 *GENERAL SERVICE

9999 CT4 0.00 0.00

10362 COMPLETE MIRROR 108.00. ED BURTON TO INSTALL AT N/C

D** OWNER STATES; LT FT HEADLIGHT INOP CHECK ANMD ADVISE

CAUSE: 821201 LIGHT BULB(S) - IN ONE FRONT EXTERIOR LAMP

UNIT, REPL:

3263 WLT (N/C)

1-400809-000007 BULB (N/C)

10362 CUST STATES L/F HEADLAMP INOP. CAUSED BY BULB INTERNALLY SHORTED.

NESS TO REPLACE BULB TO CORRECT.

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO

INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-

BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,

OR MAKE AN APPOINTMENT FOR SERVICE.

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES. PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	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
							ADJUSTMENTS	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND I
HAVE RECEIVED A COPY OF THIS INVOICE.ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 2 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A8006794 EPA #: CAD 891588088

CUSTOMER COPY

A9606

210134

VON HOUSE

MERCEDES

1810 HOWE AVE

SACRAMENTO, CA

ACCOUNTING

(916) 924-8000 - SALE

(916) 564-7378 - SERV

(800) 996-3723 FAX (916)

DUPLICATE 2

PAGE 1

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	9680/9680	
IN SERVICE DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	PAYMENT	INV. CA.
03SEP1999	17AUG99	02SEP2003	10:00 10FEB00	89.00	CASH	11FEB2000
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1635997				
09FEB00	10FEB00	1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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A ALTERNATE TRANSPORTATION REQUIREMENTS?

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED
YOUR VEHICLE. THANK YOU FOR VISITING VON
HOUSEN MOTORS.

9999	CT4	0.00	0.00	0	0	0.00	0.00				
------	-----	------	------	---	---	------	------	--	--	--	--

B OWNER STATES; FUEL GAUGE FLUXUATES CHECK AND ADVISE

CAUSE: FUEL SENDER

474000 FUEL TANK, DRAIN / REFILL

3263 WLT 1.39 0.60 1140 4740

477000 FUEL LEVEL SENSOR, R & R / REPL. IF REQ.

3263 WLT 0.00 1.70 3230 13430

541017 FAULT CODES (DTC) READ AND DELETE AS

REQUIRED

3261 WLT 0.00 0.40 1000 3160

541010 ELECTRICAL SYSTEM TEST / DETERMINE

CONDITION

3261 WLT 0.00 0.80 2000 6320

913965 REAR SEAT - L/SIDE, R & R

3263 WLT 0.00 0.60 1140 4740

580000 CARPET CARGO AREA R&R

3263 WLT 0.00 0.40 760 3160

1 163-470-11-94 FUEL PUMP 10100 14140 0

10100 14140 TPARTS

9270 35550 TLABOR

VERSION 1 (EMP# 326, 09FEB00 12:48): 9680 ELECTRICAL TEST

SENDER--17.2--DRAIN TANK, REPLACE FUEL LEVEL SENDER

C OWNER STATES RT FT DOOR LATCH STICKS CHERON AND ADVISE

CAUSE: LATCH

801500 FUNCTION TEST - REMOTE CONTROL CENTRAL

LOCKING, PERFORM

3262 WLT 1.20 0.40 880 3160

801520 ELECTRIC TEST - REMOTE CONTROL CENTRAL

LOCKING, PERFORM

3262 WLT 0.00 0.50 1100 3950

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES,
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$

DATE

TIME

PHONE #

FINAL
REVISED
ESTIMATE: \$

AUTHORIZED

ADDITIONAL
AMOUNTREVISED
TOTAL

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, TUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNT

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BAR #: A005794 EPA #: CAD 981588069

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

A9606

210134

VON HOUSE

MERCEDES
1810 HOWE AVE
SACRAMENTO, CA

ACCOUNTING

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(916) 564-7378 - SERV
(800) 996-3723 FAX (916)DUPLICATE 2
PAGE 2

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	9680/9680	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	10:00 10FEB00	89.00	CASH	11FEB2000

R.O. OPENED: 09FEB00 DATE CUSTOMER NOTIFIED: 10FEB00
 OPTIONS: ENG:112942-30-456843 TRN:1636997
 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
726405			INNER DOOR PANEL - ON ONE FRONT DOOR, R &								
			R								
			3263 WLT	0.00	0.60	1140	4740			47.40	47.40
			912014 FRONT PASS. SRS SIDE AIR BAG - (DOOR PANEL								
			REMOVED), REPL.								
			3263 WLT	0.00	0.20	380	1580			15.80	15.80
724370			FRONT DOOR LATCH ASSY - R/SIDE - (DOOR								
			PANEL REMOVED), REPL.								
			3263 WLT	0.00	0.80	1520	6320			63.20	63.20
725053			WINDOW RUN CHANNEL - ON R/FRONT DOOR,								
			REPL.								
			3263 WLT	0.00	0.70	1330	5530			55.30	55.30
1	163-720-12-35-05		LOCK			4950	6930	0	83.00	69.30	69.30
3	003-990-24-97		RIVET			30	42	0	0.30	0.14	0.42
						4980	6972	TPARTS			
						6350	25280	TLABOR			
VERSION 1 (EMP# 326, 09FEB00 12:50): 9680 FUNCTION TEST VERIFIED, R&R											
DOOR PANEL, R&R AIR BAG, REPLACE LATCH ASSEMBLY.											
B OWNER STATES: S/O DOOR SEAL HERE FOR WIND NOISE. SEE ED BURTON											
CAUSE: 72302367/SEALS											
725171			WEATHERSTRIP (IN & OUT) - FOR ALL FOUR								
			DOOR WINDOWS, REPL.								
			3263 WLT	4.49	4.50	8550	35550			355.50	355.50
1	163-730-13-78		#SEALING								
FRA						875	1225	0	19.25	12.25	12.25
1	163-730-14-78		#SEALING								
FRA						1050	1470	0	21.00	14.70	14.70
1	163-730-15-78		RIGHT								
WEATH						875	1365	0	21.45	13.65	13.65
1	163-730-16-78		RIGHT,								
WEATH						975	1365	0	21.45	13.65	13.65
						3875	5425	TPARTS			
						8550	35550	TLABOR			

VERSION 1 (EMP# 326, 09FEB00 12:51): 9680 PARTS ON BACK ORDER--NO WORK

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES.
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$FINAL
REVISED
ESTIMATE: \$

DATE TIME PHONE #

AUTHORIZED

ADDITIONAL
AMOUNTREVISED
TOTALI ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND
HAVE RECEIVED A COPY OF THIS INVOICE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUELET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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BAR #: A8006794 EPA #: CAD 95188808

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

A9606

210134

VON HOUSE

MERCEDES
1810 HOWE AVE
SACRAMENTO, CA

ACCOUNTING

DUPLICATE 2
PAGE 3(916) 924-8000 - SALE
(916) 564-7378 - SERV
(800) 996-3723 FAX (916)

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	
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IN SERVICE DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	10:00 10FEB00	89.00	CASH	11FEB2000

R.O. OPENED DATE CUSTOMER NOTIFIED OPTIONS: ENG:112942-30-456843 TRN:1636997
1) 163154-1A-142199 2) TRIM#205 3) RADIO CODE#51522

09FEB00 10FEB00

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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PERFORMED

VERSION 2 (EMP# 330, 10FEB00 14:43): 9680 PARTS ON BACK ORDER--NO WORK

PERFORMED TRANSFER SEALS FROM NEW CAR IN STOCK USING ULTRA THIN TAPE ADHESIVE

VERSION 3 (EMP# 330, 10FEB00 15:37): 9680 TRANSFER SEALS FROM NEW CAR IN STOCK USING ULTRA THIN TAPE ADHESIVE TRANSFERRED FROM STK A0694 E

E CUSTOMER REQUESTS WE PERFORM THE "A" SERVICE AS PER THE FLEXIBLE

SERVICE SYSTEM GUIDELINES. REFER TO THE MAINTENANCE SHEET FOR INSTRUCTIONS. TURN IN SHEET TO BOOKER WHEN COMPLETED FOR DISTRIBUTION TO CUSTOMER.

FSSA PERFORM THE "A" SERVICE AS PER FLEXIBLE SERVICE SYSTEM GUIDELINES/RESET COUNTER.

3263 IF 0.00 1.30 2470 12950 129.50 129.50

ISP * FIRST SERVICE - PARTS ONLY "C"

3263 IF 0.00 0.00 0.00 0.00 0.00 0.00

1 112-180-00-09 FILTER

ELEMENT 570 1254 0 12.54 12.54 12.54

1 7OIL CASTROL 868 1344 0 13.44 13.44 13.44

1 HAZCO-1 OIL FILTER 0 100 0 1.00 1.00 1.00

WASTE REVOVAL 0 100 0 1.00 1.00 1.00

VERSION 1 (EMP# 326, 09FEB00 12:52): 9680 PERFORM A SERVICE

F OWNER REQUEST THAT CASTROL "SYNTEC" SYNTHETIC OIL BE INSTALLED IN THE ENGINE.

F WE WILL USE CASTROL RX SUPER 15W-40 MOTOR OIL.

THIS OIL EXCEEDS ALL MERCEDES-BENZ REQUIREMENTS.

9999 IF 0.00 0.00 0.00 0.00 0.00 0.00

1 OIL-DIFFER CASTROL

SYNTEC UPGRADE 2160 3000 0 30.00 30.00 30.00

VERSION 1 (EMP# 326, 09FEB00 12:52): 9680 INSTALL SYNTEC

G OWNER STATES: REAR HATCH RATTLES WHILE DRIVING. SEE ED HURTON. REPEAT PROBLEM

CAUSE: LATCH

724551 DOOR LOCK STRIKER - ONE (FRONT OR REAR)

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES,
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$

DATE

TIME

PHONE #

FINAL
REVISED
ESTIMATE: \$

AUTHORIZED

ADDITIONAL
AMOUNTREVISED
TOTAL

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNTI ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND
HAVE RECEIVED A COPY OF THIS INVOICE.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

SIGNATURE / FILE COPY

SAT #: AB038794 EPA #: CAD 981000000
SERVICE/SIGNATURE COPY

A9606

210134

VON HOUSE

MERCEDES
1810 HOWE
SACRAMENTO, CA

ACCOUNTING

DUPLICATE 2
PAGE 4(916) 924-8000 - SALE
(916) 564-7378 - SERV
(800) 996-3723 FAX (916)

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	9680/9680	
IN SERVICE DATE	PROB DATE	WARR EXP	PROMISED	RO NO	PAYMENT	INV DA
03SEP1999	17AUG99	02SEP2003	10:00 10FEB00	89.00	CASH	11FEB2000

R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS
09FEB00	10FEB00	ENG:112942-30-456843 TRN:1636997 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	ADJUST										
	3263	WLT		0.30	0.20	380	1580			15.80	15.80
	721015	DOORS/TAI	GATE	ONE	(SPECIFY DOOR						
		LOCATION)			ALIGN / ADJUST						
	3253	WLT		0.00	0.40	760	3160			31.60	31.60

	0	0	TPARTS								
	1140	4740	TLABOR								

VERSION 1 (EMP# 326, 09FEB00 12:54): 9680 VERIFIED COMPLAINT: ADJUST
STRIKER, ADJUST REAR DOOR TO ALIGN TO BODY LINES.
H CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED
YOUR VEHICLE. THANK YOU FOR VISITING VON
HOUSE MOTORS.

274	CT4	0.00	0.00	0	0	0.00	0.00
I** OWNER STATES: INSTALL BLACK SIDE STEPS							
SIDEBARS PERFORMED INSTALATION OF SIDE BARS AS							
PER WORK INSTRUCTIONS							

3263	C3	0.65	1.50	2850	11250		112.50	112.50
1 Q-6-68-0435 STEPBARS,								
BL								
				25000	41000	0	410.00	410.00
							410.00	410.00

VERSION 1 (EMP# 326, 10FEB00 09:02): 9680 INSTALL SIDE STEP BARS PER
CUST REQUEST

BST: 75.00	09FEB00	09:20	SA: 303
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CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICE.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-09-00	09:53	11:16	1.39	W	326	B	
	11:16	12:28	1.20	W	326	C	

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION		TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT		
							PARTS AMOUNT		
							GAS, OIL, LUBE		
							SUBLET AMOUNT		
							MISC. CHARGES		
							TOTAL CHARGES		
							ADJUSTMENTS		
							SALES TAX		
							PLEASE PAY THIS AMOUNT		

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AN HORIZED DEALER.

EAP #: 48005714 SPA #: CAD 581088088

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

CUSTOMER #:A9606

210134

WORKORDER

PAGE 1



Von Housen

M O T O R S

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8003 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7853

SERVICE ADVISOR: 303 PHILLIPS, GARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN CUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	9680/	TC586
IN SERVICE DATE	PRD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP1999	17AUG99	02SEP2003	17:00 09FEB00		89.00 CASH	
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				
09FEB2000 09:20		1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A ALT CDEF ALTERNATE TRANSPORTATION REQUIREMENTS

B WLT OWNER STATES; FUEL GAUGE FLUXUATES CHECK AND ADVISE

C WLT OWNER STATES RT FT DOOR LATCH STICKS CHECK AND ADVISE

D WLT OWNER STATES; S/O DOOR SEAL HERE FOR WIND NOISE. SEE ED BURTON

E FSS-A CDEF CUSTOMER REQUESTS WE PERFORM THE "A" SERVICE AS PER THE FLEXIBLE SERVICE SYSTEM GUIDELINES. REFER TO THE MAINTENANCE SHEET FOR INSTRUCTIONS. TURN IN SHEET TO BOOKER WHEN COMPLETED FOR DISTRIBUTION TO CUSTOMER.

F CDEF OWNER REQUEST THAT CASTROL "SYNTEC" SYNTHETIC OIL BE INSTALLED IN THE ENGINE.

G WLT OWNER STATES; REAR HATCH RATTLES WHILE DRIVING. SEE ED BURTON. REPEAT PROBLEM

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NEEDED.

REGARDING TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ VERY CAREFULLY. The registered owner hereby authorizes the repair work herein set forth to be done with the necessary material and agrees that you are not responsible for any delay caused by unavailability of parts or delay in parts shipment by the supplier or otherwise. hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of repair and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint VON HOUSEN MOTORS as my attorney in fact and empower you to sign, take and carry any title or instrument issued in payment of this repair order by any third party in my name and to sign my name on the title of vehicle described herein for resale or otherwise as hereby acknowledged by dealer. Said customer hereby notified that the said property, or its contents, is not stored or deposited to the product of actual cash value insured, or otherwise, by the undersigned dealer against loss, destruction by theft, fire or vandalism while the property remains with the dealer. Customer agrees that articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize service work to be performed on the vehicle. In the event that any work performed is not authorized by warranty payment by the manufacturer, then I, the customer, will be held responsible for the additional balance. This agreement is not void until your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY
ESTIMATE

\$

WHICH INCLUDES A
HAZARDOUS WASTE
DISPOSAL FEE OF

\$

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

DATE	TIME	PHONE # OF PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OF PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OF PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

AUTHORIZATION: X

TERMS: CASH IN APPROVED CREDIT CARDS
UNLESS PROOF AFFRANS/MINUTE HAVE BEEN MADE

CUSTOMER COPY

LOCATION

QUALITY
CONTROLLED BY

MILES

BAR # 43CC5794

CP4 # C4D9B168808P

CUSTOMER #:A9606

210134



Von Housen

MOTORS

WORKORDER

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825

PAGE 2

(916) 924-8000 SALES & PARTS
(916) 564-7578 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

SERVICE ADVISOR: 303 PHILLIPS, GARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269 EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	9680/	TC586
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PG NO	PAYMENT	INV. DATE

03SEP1999	17AUG99	02SEP2003	17:00 09FEB00	89.00	CASH	
R.O. OPENED:	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				

09FEB2000 09:20

LINE OF CODE TECH TYPE DESCRIPTION/INSTRUCTIONS

H WC6 CDEF CAR WASH

Preliminary Estimate: \$751.00

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE OF:

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and wages that you are not responsible for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing engine operation. An express mechanic's job is hereby acknowledged on the above vehicle to secure the amount of repairs thereon. I hereby authorize VON HOUSEN MOTORS as my attorney in fact and authorize you to negotiate and sign any draft or instrument issued in payment of this order by any third party in my name and to sign my name thereto. Failure of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said warranty, or its contents, is not insured or protected to the amount of actual cash value thereof, or other value by the undersigned dealer against loss or damage by theft, fire or vandalism with the property remaining with the dealer. Customer agrees no portion of personal property will be left in the vehicle and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then the customer will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. It is an express disclaimer. If on you will receive documentation of dealer warranty for your records.

PRELIMINARY
ESTIMATEWHICH INCLUDES A
HAZARDOUS WASTE
DISPOSAL FEE UP

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # ON PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON:				REVISED TOTAL

DATE	TIME	PHONE # ON PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON:				REVISED TOTAL

DATE	TIME	PHONE # ON PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON:				REVISED TOTAL

LOCATION

QUALITY
CONTROLLED BY

MILES

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

CUSTOMER COPY

BAR # A3C067B4

EFA # CAD98168E08R

A9606

207731



Von Housen

MOTORS

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

INVOICE

PAGE 1

SERVICE ADVISOR: 314 EDMOND BURTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	6989/6989	TC709
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP1999	17AUG99	02SEP2003	17:00 23DEC99		89.00 CASH	23DEC1999
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				
		1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				
22DEC99	23DEC99					

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

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CT4 0.00 0.00

B OWNER STATES BUZZING NOISE FROM DASH AND CONSOLE AREA ON

ACCELERATION

CAUSE: GEAR SHIFT

941017 VEHICLE CHASSIS NOISE(S), LOCATE

3302 WLT (N/C)

276700 FLOOR SHIFT BEARING ASSY., R & R / REPL.

PARTS AS REQ

3302 WLT (N/C)

541017 FAULT CODES(DTC) READ AND DELETE AS

REQUIRED

3301 WLT (N/C)

1 163-260-03-09 GEARSHIFT ME (N/C)

2 202-992-00-10 BUSHING (N/C)

6989 ROAD TEST TO LOCATE NOISE R&R CONSOLE REPLACE SHIFTER ASSEMBLY

C OWNER STATES THE REAR LIFT GATE RATTLES?

CS PLEASE REFER TO TECHNICIANS STORY FOR LIST OF

DIAGNOSIS AND REPAIRS / MONITOR IF

ADVISABLE

3303 W (N/C)

1 163-720-08-24 SEALING RAIL (N/C)

6989 ROAD TEST TO LOCATE NOISE ADJUST TAILGATE LOCATION ADD INSULATOR

BEHIND LICENSE PLATE

D OWNER STATES: WIND NOISE FROM DRIVERS DOOR

CAUSE: SEAL

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES,
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$

DATE TIME PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.FINAL
REVISED
ESTIMATE: \$AUTHORIZED ADDITIONAL REVISED
AMOUNT TOTALI ACKNOWLEDGE RECEIPT OF VEHICLE AND I
HAVE RECEIVED A COPY OF THIS INVOICE.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNTALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR # A800794 EPA # CAD 99168045

CUSTOMER COPY

A9606

207731



Von Housen

MOTORS

INVOICE

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

PAGE 2

SERVICE ADVISOR: 314 EDMOND BURTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54R9XA142199	4HHX910	6989/6989	TC709
IN-SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	17:00 23DEC99		89.00 CASH	23DEC1999
R/O OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				

22DEC99

23DEC99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
947015	VEHICLE DRIVE TRAIN NOISE(S)	LOCATE					
	3303	WLT					(N/C)
725167	WEATHERSTRIP, OUTSIDE - FOR ONE REAR DOOR						
	3303	WLT					(N/C)
	1 163-730-09-78	WEATHERSTRIP					(N/C)

6989 ROAD TEST FOR WIND NOISE REPLACE RUBBER AT FRONT OF REAR DOOR

E CAR WASH
WCA AS A COURTESY WE HAVE WASHED AND VACUUMED
YOUR VEHICLE, THANK YOU FOR VISITING VON
HOUSEN MOTORS.

9999 CT4 0.00 0.00
6989

F** OWNER STATES THERE IS A GLUE STREAK ON THE PASS SIDE GLASS ON ROLL

UP/DOWN
00 *GENERAL SERVICE
330 CT4 0.00 0.00

6989 R&R DOOR PANEL INSTALL NEW NOISE DEADNER REPLACE OUTER LOWER
WINDOW CHANNEL SEAL

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICE.

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	0.00
							PARTS AMOUNT	0.00
							GAS, OIL, LUBE	0.00
							SUBLET AMOUNT	0.00
							MSC. CHARGES	0.00
							TOTAL CHARGES	0.00
							ADJUSTMENTS	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A8006794 EPA #: CA3 9816808B

CUSTOMER COPY

ACCOUNTING

SACR

(918) 924-8000
 (918) 564-7378
 (800) 998-3723 FAX

PAGE 1

SERVICE ADVISOR: 314 EDMOND BURTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MPG	IN/OUT
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	6989/6989	TC
IN SERVICE DATE	PROD. DATE	WARRANTY EXPI	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	17:00 23DEC99		89.00 CASH	23DEC1999

R.O. OPENED	DATE CUSTOMER NOTICED	OPTIONS
22DEC99	23DEC99	ENG:112942-30-456843 TRN:1636997 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 014 0.00 0.00 0.00 0.00 0.00 0.00

B OWNER STATES; BUZZING NOISE FROM DASH AND CONSOLE AREA ON

ACCELERATION

CAUSE: GEAR SHIFT

941017 VEHICLE CHASSIS NOISE(S), LOCATE

3302 WLT 1.10 0.70 1540 5250 52.50 52.50

276700 FLOOR SHIFT BEARING ASSY., R & R / REPL.

PARTS AS REQ.

3302 WLT 0.00 2.00 4400 11000 150.00 150.00

541017 FAULT CODES(DTC) READ AND DELETE AS

REQUIRED

3301 WLT 0.00 0.40 1080 3000 30.00 30.00

1 163-260-03-09 GEARSHIFT

ME 22200 31080 0 370.00 310.80 310.80

2 202-992-00-10 BUSHING 40 56 0 0.60 0.28 0.56

22240 31136 TPARTS

7020 23250 TLABOR

VERSION 1 (EMP# 330,23DEC99 15:41): 6989 ROAD TEST TO LOCATE NOISE R&R

CONSOLID REPLACE SHIFTER ASSEMBLY

C OWNER STATES THE REAR LIFT GATE RATTLES?

CS PLEASE REFER TO TECHNICIANS STORY FOR LIST OF

DIAGNOSIS AND REPAIRS / MONITOR IF

ADVISABLE

3303 W 1.00 1.00 1900 7500 75.00 75.00

1 163-720-08-24 SEALING

RAIL 1900 2660 0 31.50 26.60 26.60

1900 2660 TPARTS

1900 7500 TLABOR

VERSION 1 (EMP# 330,23DEC99 15:42): 6989 ROAD TEST TO LOCATE NOISE

ADJUST TAILGATE LOCATION ADD INSULATOR BEHIND LICENSE PLATE

D OWNER STATES; WIND NOISE FROM DRIVERS DOOR

CAUSE: SEAL

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (918) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SURLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
 A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

SIGNATURE / FILE COPY

BAR P. 4800784 STA P. CAD 8818080

SERVICE/SIGNATURE COPY

A9606

207731

ACCOUNTING

SACRA

(916) 924-8000
 (916) 564-7378
 (800) 996-3723 FAX

PAGE 2

SERVICE ADVISOR: 314 EDMOND BURTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	6989/6989
IN SERVICE DATE	PROD. DATE	WASH. EXP.	PROMISED	PO NO.	PAYMENT
03SEP1999	17AUG99	02SEP2003	17:00 23DEC99		89.00 CASH
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997			
22DEC99	23DEC99	1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
941015	VEHICLE DRIVE TRAIN NOISE(S)		LOCATE								
	3303	WLT		1.23	0.70	1330	5250			52.50	52.50
725167	WEATHERSTRIP, OUTSIDE		FOR ONE REAR DOOR								
		WINDOW, REPL.									
	3303	WLT		0.00	0.70	1330	5250			52.50	52.50
	1	163-730-09-78									
	WEATHERSTRIP					1150	1610	0	23.00	16.10	16.10
						1150	1610	TPARTS			
						2660	10500	TLABOR			

VERSION 1 (EMP# 330,23DEC99 15:43): 6989 ROAD TEST FOR WIND NOISE
 REPLACE RUBBER AT FRONT OF REAR DOOR
 E CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED
 YOUR VEHICLE. THANK YOU FOR VISITING VON
 HOUSEN MOTORS.

9999 CT4 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 9999,23DEC99 15:43): 6989
 F** OWNER STATES THERE IS A GLUE STREAK ON THE PASS SIDE GLASS ON ROLL
 UP/DOWN

00 *GENERAL SERVICE
 330 CT4 1.60 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 330,23DEC99 15:44): 6989 R&R DOOR PANEL INSTALL NEW
 NOISE DEADNER REPLACE OUTER LOWER WINDOW CHANNEL SEAL

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
 INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
 BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
 OR MAKE AN APPOINTMENT FOR SERVICE.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-22-99	10:03	11:09	1.10	W	330	B	
	11:10	12:10	1.00	W	330	C	
12-23-99	08:13	08:32	0.21	W	330	F	
	09:38	10:55	1.29	W	330	F	

FOR SERVICE
 APPOINTMENTS
 AND SERVICE
 INQUIRIES,
 PLEASE CALL OUR
 NEW SERVICE
 DIRECT LINE AT
 (916) 564-7378

ORIGINAL
ESTIMATE: \$FINAL
REVISED
ESTIMATE: \$

DATE

TIME

PHONE #

AUTHORIZED

ADDITIONAL
AMOUNTREVISED
TOTAL

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNT

ACKNOWLEDGE NOTICE AND ORAL APPROVAL
 OF AN INCREASE IN THE ORIGINAL ESTIMATE
 PRICE

ACKNOWLEDGE RECEIPT OF VEHICLE AND
 HAVE RECEIVED A COPY OF THIS INVOICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
 A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A8006784 JPA #: C40 98180088

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

A9606

205817

VON HUSEN MOTORS

MERCEDES - BENZ
1810 HOWE AVENUE
SACRAMENTO, CA 95825

(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

ACCOUNTING

PAGE 1

SERVICE ADVISOR: 302 BOB HUNTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	4448/4448	TC248
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	09:30 15NOV99		89.00 CASH	16NOV1999
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				

15NOV99

16NOV99

1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 C4 0.00 0.00 0 0 0.00 0.00

B CHECK THE DR DOOR INTERIOR HANDLE - IS IONOP?

00 REPAIR INNER DOOR HANDLE

344 ENGEL, ROLAND LIC#: 8022

C4 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 344, 16NOV99 08:02): 4448 NO CHARGE. REPAIR THE INNER DOOR HANDLE.

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICE.

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
450	0	0		225	0	*****	

COST, SALE, & COMP TOTALS

0 0 0

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTAL
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	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
							ADJUSTMENTS	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: 4800794 EPA #: CAD 8818804

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

CUSTOMER #:A9606

205469

WORKORDER

PAGE 1



Von Housen

MOTORS

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 584-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

SERVICE ADVISOR: 302 HUNTER,BOB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	4058/	TC975
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	16:00 08NOV99		89.00 CASH	
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				
08NOV1999	08:51					

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A ALT CDEF ALTERNATE TRANSPORTATION REQUIREMENTS?

B CDEF OWNER STATES THERE IS A RATTILING FROM THE CENTER OF DASH - ON ACCEL - ADVISE.

C CDEF OWNER STATES THERE IS A SOUND FROM THE LEFT DOORS - TURBULENCE TYPE WINDSOUND - HIGH SPEED

D WCI CDEF CARWASH

THIS IS NOT AN INVOICE

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

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or repair. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint VON HOUSEN MOTORS as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation should occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY
ESTIMATEWHICH INCLUDES A
Hazardous Waste
DISPOSAL FEE OF

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I

REQUEST THAT MY PARTS BE SAVED

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY:	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

LOCATION

QUALITY
CONTROLLED BY

MILES

AUTHORIZED BY: X

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

CUSTOMER COPY

BAR # A8006794

EPA # CAD981688088

A9606

205469



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MOTORS

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 998-3723 FAX (916) 920-7953

INVOICE

PAGE 1

SERVICE ADVISOR: 302 BOB HUNTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	4058/4058	TC975
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PQ NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	16:00 08NOV99		89.00 CASH	08NOV1999
R/O OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:112942-30-456843 TRN:1636997				
08NOV99	08NOV99	1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522				

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

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CT4

0.00 0.00

B OWNER STATES THERE IS A RATTILING FROM THE CENTER OF DASH - ON ACCEL

ADVISE.

CAUSE: SHIFT HOUSING

941013 ENGINE NOISE(S), LOCATE

3442 WLT

(N/C)

276700 FLOOR SHIFT BEARING ASSY., R & R / REPL.

PARTS AS REQ.

3442 WLT

(N/C)

4058 ROAD TEST FOR RATTLE NOISE, R&R THE SHIFT HOUSING AND REPAIR THE SHIFT LINKAGE.

C OWNER STATES THERE IS A SOUND FROM THE LEFT DOORS - TURBULENCE TYPE -

WINDSOUND - HIGH SPEED

CAUSE: WINDOW CHANEL

941017 VEHICLE CHASSIS NOISE(S), LOCATE

3443 WLT

(N/C)

726405 INNER DOOR PANEL - ON ONE FRONT DOOR, R &

R

3443 WLT

(N/C)

725051 WINDOW RUN CHANNELS - ON ALL FOUR DOORS,

REPL.

3443 WLT

(N/C)

163-720-01-17 FRONT GLASS

(N/C)

4058 ROAD TEST FOR A WIND NOISE, R&R THE DOOR PANEL AND REPLACE THE WINDOW CHANNEL

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTAL
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.				

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A9008754 EPA #: CAD 99168808

CUSTOMER COPY

A9606

205469



Von Housen

MOTORS

INVOICE

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

PAGE 2

SERVICE ADVISOR: 302 BOB HUNTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
269-EMERAL	99	MERCEDES BENZ ML320	4JGAB54E9XA142199	4HHX910	4058/4058	TC975
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999	17AUG99	02SEP2003	16:00 08NOV99	89.00	CASH	08NOV1999

REG. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS
08NOV99	08NOV99	ENG:112942-30-456843 TRN:1636997 1)163154-1A-142199 2)TRIM#205 3)RADIO CODE#51522

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

D	CAR WASH						
---	----------	--	--	--	--	--	--

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED

YOUR VEHICLE. THANK YOU FOR VISITING VON

HOUSEN MOTORS.

9999 CT4

0.00

0.00

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICEFOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES,
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378ORIGINAL
ESTIMATE: \$FINAL
REVISED
ESTIMATE: \$

DATE	TIME	PHONE #

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND
HAVE RECEIVED A COPY OF THIS INVOICE.

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
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A905774 PPA # C&D M162888

CUSTOMER COPY

A9606

203812

VON HOUSEN

MERCEDS -
1810 HOWE AVE
SACRAMENTO, CA

ACCOUNTING

(916) 824-8000 - SALES
(916) 564-7378 - SERVICE
(800) 998-3723 FAX (916) 9

PAGE 1

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		2400/2400	
IN-SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP1999			17:00 06OCT99		CASH	06OCT1999

R.O. OPENED: DATE CUSTOMER NOTIFIED: OPTIONS: STK:A9606 DLR:XXX

06OCT99 06OCT99

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CTA 0.00 0.00 0 0 0.00 0.00

B OWNER STATES GARAGE REMOTE INOP AND UPPER MODULE INOP CHECK AND ADVISE

540000 SEE TECH STORY

3493 CT3 1.61 0.50 900 0 0.00 0.00

VERSION 1 (EMP# 349,06OCT99 13:58): 2400 PREFORMED TRIP METER/GARAGE DOOR OPENER FUNCTION CHECK AND BOTH ARE INOP. PREFORMED QUICK TEST W/HHT AND AAM UNABLE TO COMMUNICATE. PREFORMED ELECTRICAL TEST ON ALL FUSES AND FOUND FUSE #10 BLOWN, REMOVED TRIP METER AND INSPECTED WIRING AND FOUND ALL WIRES OK, CHECKED THE OTHER EQ. POWERED BY FUSE 10 AND FOUND A PENNY STUCK IN CIGARETTE LIGHTER ELEMENT, THIS IS WHAT BLEW FUSE #10, REMOVED PENNY AND INSTALLED LIGHTER INTO SOCKET TO PREVENT THIS FROM REOCCURRING, REPLACED FUSE #10 ALL OK AT THIS TIME

VERSION 2 (EMP# 349,06OCT99 14:06): 2400 PAY TECH 349 .5C AS PER ED B. FOR DIA/REPAIRS PREFORMED TRIP METER/GARAGE DOOR OPENER FUNCTION CHECK AND BOTH ARE INOP. PREFORMED QUICK TEST W/HHT AND AAM UNABLE TO COMMUNICATE. PREFORMED ELECTRICAL TEST ON ALL FUSES AND FOUND FUSE #10 BLOWN, REMOVED TRIP METER AND INSPECTED WIRING AND FOUND ALL WIRES OK, CHECKED THE OTHER EQ. POWERED BY FUSE 10 AND FOUND A PENNY STUCK IN CIGARETTE LIGHTER ELEMENT, THIS IS WHAT BLEW FUSE #10, REMOVED PENNY AND INSTALLED LIGHTER INTO SOCKET TO PREVENT THIS FROM REOCCURRING, REPLACED FUSE #10 ALL OK AT THIS TIME

C REPAIR SCRATCH ON DECK LID

00 SEE NOTE

9999 CDET 0.00 0.00 0 0 0.00 0.00

SUBL TOUCH UP LIFT GATE

PO#28502

C3 6500 6500 65.00 65.00

VERSION 1 (EMP# 303,06OCT99 15:33): 2400 TOUCH UP LIFT GATE

D CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED YOUR VEHICLE, THANK YOU FOR VISITING VON

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES. PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAY #: A960676 EPA #: CAD 981864088

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

A9606

203812



Von Housen

MOTORS

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 998-3723 FAX (916) 920-7953

INVOICE

PAGE 1

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		2400/2400	TC638
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999			17:00 06OCT99		CASH	06OCT1999

R.O. OPENED: DATE CUSTOMER NOTIFIED: OPTIONS: STK:A9606 DLR:XXX

06OCT99

06OCT99

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CT4

0.00

0.00

B OWNER STATES GARAGE REMOVE INOP AND UPPER MODULE INOP CHECK AND

ADVISE

540000 SEE TECH STORY

3493 CT3

0.00

0.00

2400 PAY TECH 349 5C AS PER ED B. FOR DIA/REPAIRS PERFORMED TRIP
METER/GARAGE DOOR OPENER FUNCTION CHECK AND BOTH ARE INOP. PERFORMED
QUICK TEST W/HIT AND AAM UNABLE TO COMMUNICATE. PERFORMED ELECTRICAL
TEST ON ALL FUSES AND FOUND FUSE #10 BLOWN, REMOVED TRIP METER AND
INSPECTED WIRING AND FOUND ALL WIRES OK, CHECKED THE OTHER EQ. POWERED
BY FUSE 10 AND FOUND A PENNY STUCK IN CIGARETTE LIGHTER ELEMENT, THIS
IS WHAT BLEW FUSE #10, REMOVED PENNY AND INSTALLED LIGHTER INTO SOCKET
TO PREVENT THIS FROM REOCCURRING, REPLACED FUSE #10 ALL OK AT THIS TIME

C REPAIR SCRATCH ON DECK LID

00 SEE NOTE

9999 CDEF

0.00

0.00

SUBL TOUCH UP LIFT GATE

PO#28502

C3

65.00

65.00

2400 TOUCH UP LIFT GATE

D CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED

YOUR VEHICLE. THANK YOU FOR VISITING VON

HOUSEN MOTORS

235 CT4

0.00

0.00

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES,
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$FINAL
REVISED
ESTIMATE: \$

DATE

TIME

PHONE #

AUTHORIZED

ADDITIONAL
AMOUNTREVISED
TOTAL

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLT AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNTI ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND
HAVE RECEIVED A COPY OF THIS INVOICE.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

GAR #: A8008794 EPA #: CAD 951 (G80000)

CUSTOMER COPY

A9606

203812



Von Housen

MOTORS

MERCEDES-BENZ

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(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

INVOICE

PAGE 2

SERVICE ADVISOR: 303 GARY PHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		2400/2400	TC638
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999		17:00	06OCT99		CASH	06OCT1999

R.O. OPENED: 06OCT99 DATE CUSTOMER NOTIFIED: 06OCT99 OPTIONS: STK:A9606 DLR:XXX

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICE.

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES,
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$FINAL
REVISED
ESTIMATE: \$

DATE	TIME	PHONE #

AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	65.00
MISC. CHARGES	0.00
TOTAL CHARGES	65.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	65.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: AB006794 EPA #: CAD 06120000

CUSTOMER COPY

A9606

203345



Von Housen

M O T O R S

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

INVOICE

PAGE 1

SERVICE ADVISOR: 306 TIM HUNLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		2083/2083	TC285
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	PAYMENT	INV. DATE
03SEP1999			16:30 28SEP99		CASH	28SEP1999

R.O. OPENED: DATE CUSTOMER NOTIFIED: OPTIONS: STK:A9606 DLR:XXX

28SEP99

28SEP99

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

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CT4

0.00

0.00

B OWNER STATES: WIND NOISE FROM RIGHT SIDE POSSIBLY R/F DOOR S/O SEAL

IN STOCK IF NEEDED

CAUSE: SEAL

720000 CLEANED AND LUBED SEALS

3553 WLT

(N/C)

2083 INSPECT FOR CVHASSIS WIND NOISE CLEANED AND LUBE WINDOW AND DOOR
SEALS TEST DRIVE WITH SHOP FORMAN, NO ABNORMAL WIND NOISE HEARD JUST
OUTSIDE TURBULANT NOISE THAT IS NORMAL.

C CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED

YOUR VEHICLE. THANK YOU FOR VISITING VON

HOUSEN MOTORS

265 C4

0.00

0.00

2083

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICE.

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	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
							ADJUSTMENTS	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

I ACKNOWLEDGE NOTICE AND DEAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND I
HAVE RECEIVED A COPY OF THIS INVOICE.ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: A8000794 EPA #: CAD 86188088

CUSTOMER COPY

ACCOUNTING

SACRAMENTO, CA 95820

(916) 924-8000 - SALES & PARTS
 (916) 884-7378 - SERVICE DIRECT
 (800) 998-3723 FAX (916) 920-7853

PAGE 1

SERVICE ADVISOR: 306 TIM HUNLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		2083/2083	TC285
IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
03SEP1999			16:30 28SEP99		CASH	28SEP1999

A/C OPENED DATE CUSTOMER NOTIFIED OPTIONS: STK:A9606 DLR:XXX

28SEP99	28SEP99
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LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A ALTERNATE TRANSPORTATION REQUIREMENTS?

ALT ALTERNATE TRANSPORTATION REQUIREMENTS?

9999 CT4 0.00 0.00 0 0 0 0.00 0.00

B OWNER STATES; WIND NOISE FROM RIGHT SIDE POSSIBLY R/F DOOR S/O SEAL

IN STOCK IF NEEDED

CAUSE: SEAL

720000 CLEANED AND LUBED SEALS

3563 WLT 0.84 0.80 1520 6000 60.00 60.00

0 0 PARTS

1520 6000 TLABOR

VERSION 1 (EMP# 356, 28SEP99 12:05): 2083 INSPECT FOR CVHASSIS WIND

NOISE CLEANED AND LUBE WINDOW AND DOOR SEALS TEST DRIVE WITH SHOP

FORMAN, NO ABNORMAL WIND NOISE HEARD JUST OUTSIDE TURBULANT NOISE THAT

IS NORMAL.

C CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED

YOUR VEHICLE. THANK YOU FOR VISITING VON

HOUSEN MOTORS.

265 C4 0.00 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 356, 28SEP99 12:55): 2083

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO

INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-

BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,

OR MAKE AN APPOINTMENT FOR SERVICE.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
------	-------	--------	----------	------	------	---------	-----

09-28-99 11:23 12:05 0.70 W 356 B

12:47 12:55 0.14 W 356 B

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
---------	------	------	---------	---------	------	------	---------

470 0 0 474 6000 1520 263

450 0 0 225 0 *****

263 6000 ***** 203345

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES. PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS & LABOR HAVE
 A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

SIGNATURE / EMP CODE

BAR #: 8800784 EPA #: C43 5-81 88008M

SERVICE/SIGNATURE COPY

A9606

ACCOUNTING

1810 HOWE AVENUE
SACRAMENTO, CA 95825(916) 824-8000 - SALES & PARTS
(916) 664-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

PAGE 1

SERVICE ADVISOR: 306 TIM HUNLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		1788/1788	TC109
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999		14:30	23SEP99		CASH	23SEP1999
H.O. OPENED		DATE CUSTOMER NOTIFIED		OPTIONS: STK:A9606 DLR:XXX		

23SEP99

23SEP99

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ALTERNATE TRANSPORTATION REQUIREMENTS?											
ALT ALTERNATE TRANSPORTATION REQUIREMENTS?											
	9999	CT4		0.00	0.00	0	0			0.00	0.00
B OWNER STATES; DOOR LOCKS RACHET WHEN LOCKING. S/O LATCHS IN STOCK AS											
NEEDED											
CAUSE: DOOR LATCH											
801500 FUNCTION TEST - REMOTE CONTROL CENTRAL											
LOCKING, PERFORM											
	3301	WLT		2.26	0.40	1080	3000			30.00	30.00
801520 ELECTRIC TEST - REMOTE CONTROL CENTRAL											
LOCKING, PERFORM											
	3301	WLT		0.00	1.00	2700	7500			75.00	75.00
726405 INNER DOOR PANEL - ON ONE FRONT DOOR, R &											
R											
	3303	WLT		0.00	0.60	1140	4500			45.00	45.00
724370 FRONT DOOR LATCH ASSY., R/SIDE - (DOOR											
PANEL REMOVED), REPL											
	3303	WLT		0.00	0.80	1520	6000			60.00	60.00
4 003-990-24-97 RIVET											
	1	163-720-12-35	DOOR LOCK	3550	4615	0	59.00			46.15	46.15
3590 4667 TPARTS											
6440 21000 TLABOR											

VERSION 1 (EMP# 330, 23SEP99 13:32) 1788 TEST WITH UNIT. NO RELEVANT
CODES TEST PER DIAG MANUAL ISOLATE FAULT TO RIGHT FRONT DOOR LATCH
REPLACE RIGHT FRONT DOOR LATCH AND RETEST. OK

C CAR WASH
WCA AS A COURTESY WE HAVE WASHED AND VACUUMED
YOUR VEHICLE. THANK YOU FOR VISITING VON
HOUSEN MOTORS.

265 CT4 0.00 0.00 0 0 0.00 0.00

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 664-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

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BAR #: A960761 EPA #: CA0 96188088

SIGNATURE / FILE COPY

SERVICE/SIGNATURE COPY

A9606

203116



Von Housen

MOTORS

MERCEDES-BENZ

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SACRAMENTO, CA 95825(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

INVOICE

PAGE 1

SERVICE ADVISOR: 306 TIM HUNLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		1788/1788	TC109
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
03SEP1999			14:30 23SEP99		CASH	23SEP1999
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: STK:A9606 DLR:XXX				
23SEP99	23SEP99					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A. ALTERNATE TRANSPORTATION REQUIREMENTS?							
ALT ALTERNATE TRANSPORTATION REQUIREMENTS?							
9999	CT4					0.00	0.00

B. OWNER STATES: DOOR LOCKS RATCHET WHEN LOCKING. S/O LATCHES IN STOCK AS							
NEEDED							
CAUSE: DOOR LATCH							
801500 FUNCTION TEST - REMOTE CONTROL CENTRAL							
LOCKING, PERFORM							
3301	WLT						(N/C)
801520 ELECTRIC TEST - REMOTE CONTROL CENTRAL							
LOCKING, PERFORM							
3301	WLT						(N/C)
726405 INNER DOOR PANEL - ON ONE FRONT DOOR, R &							
R							(N/C)
3303	WLT						(N/C)
721370 FRONT DOOR LATCH ASSY... R/SIDE - (DOOR							
PANEL REMOVED), REPL.							
3303	WLT						(N/C)
4 003-990-24-97 RIVET							
1	163-720-12-35 DOOR LOCK						(N/C)

1788 TEST WITH HHT. NO RELAVENT CODES TEST PER DIAG MANUAL ISOLATE
FAULT TO RIGHT FRONT DOOR LATCH REPLACE RIGHT FRONT DOOR LATCH AND
RETEST. OK

C CAR WASH

WCA AS A COURTESY WE HAVE WASHED AND VACUUMED
YOUR VEHICLE. THANK YOU FOR VISITING VON
HOUSEN MOTORS.

265 CT4

0.00 0.00

FOR SERVICE APPOINTMENTS AND SERVICE INQUIRIES, PLEASE CALL OUR NEW SERVICE DIRECT LINE AT (916) 564-7378	ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
							PARTS AMOUNT	
							GAS, OIL, LUBE	
							SUBLET AMOUNT	
							MISC. CHARGES	
							TOTAL CHARGES	
							ADJUSTMENTS	
							SALES TAX	
							PLEASE PAY THIS AMOUNT	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I
HAVE RECEIVED A COPY OF THIS INVOICE.

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BAR #: AM000754 EPA #: CAD 981589086

CUSTOMER COPY

A9606

203116



Von Housen

MOTORS

MERCEDES-BENZ

1810 HOWE AVENUE
SACRAMENTO, CA 95826(916) 924-8000 - SALES & PARTS
(916) 564-7378 - SERVICE DIRECT
(800) 996-3723 FAX (916) 920-7953

INVOICE

PAGE 2

SERVICE ADVISOR: 306 TIM HUNLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRILLEMER	99	MERCEDES BENZ ML320	4JGAB54E9XA142199		1788/1788	FC109
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO	PAYMENT	INV. DATE
03SEP1999			14:30 23SEP99		CASH	23SEP1999
R.O. OPENED	DATE CUSTOMER NOTIFIED	OPTIONS: STK:A9606 DLR:XXX				

23SEP99

23SEP99

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

CALL 564-SERV(7378)

PLEASE CALL THIS NUMBER WHENEVER YOU NEED TO
INQUIRE ABOUT THE STATUS OF YOUR MERCEDES-
BENZ, WHILE IT IS IN OUR SERVICE DEPARTMENT,
OR MAKE AN APPOINTMENT FOR SERVICE.

FOR SERVICE
APPOINTMENTS
AND SERVICE
INQUIRIES.
PLEASE CALL OUR
NEW SERVICE
DIRECT LINE AT
(916) 564-7378

ORIGINAL
ESTIMATE: \$

DATE

TIME

PHONE #

FINAL
REVISED
ESTIMATE: \$

AUTHORIZED

ADDITIONAL
AMOUNTREVISED
TOTALI ACKNOWLEDGE NOTICE AND ORAL APPROVAL
OF AN INCREASE IN THE ORIGINAL ESTIMATE
PRICE.I ACKNOWLEDGE RECEIPT OF VEHICLE AND I
HAVE RECEIVED A COPY OF THIS INVOICE.

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

ADJUSTMENTS 0.00

SALES TAX 0.00

PLEASE PAY
THIS AMOUNT 0.00

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A LIMITED WARRANTY FOR 12 MONTHS. WARRANTY VALID ONLY IF RETURNED TO AUTHORIZED DEALER.

BAR #: AB005794 EPA #: CAD 881688084

CUSTOMER COPY

March 15, 2000

To:

US DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

Subject: ML 320 Inspection

Dear Investigator,

On September 3, 1999 at approximately 9:55 PM, I purchased a 1999 ML320 (VIN 4JGAB54E9XA142199 - color 269- Emerald Green 1999) from Von Housen Motors Sacramento, California. I bought this car because of the advertised safety record, the quality, and the reputation of the Mercedes-Benz. On September 5, 1999 I discovered that there were lines in between the paint on the driver side doors and the painting was not done correctly. I was concerned by the lack of proper inspection by the dealer before sale. I brought the problem to the attention of the service department and was refereed to detail manager; my car went in for half a day. Their explanation was that there were probably some minor stretches that were not bumped out correctly. I was assured that the car was not in an accident. The detail manager stated that the scratches probably occurred during the transportation of the vehicle from the plant. I was very concerned, but I trusted that they were telling me the truth.

The followed are the list of problems and repair history:

- a. On September 7, 1999 Shadow between the paint, (car went in the shop for half a day) problem was corrected.
- b. On September 23, 1999 the automatic door lock developed a mind of it's own, electrical problems with the door. (car went in the shop for half a day) problem was corrected

- c. On September 28, 1999 air pressure/wind noise/rattling sound from the driver's side door (car went in the shop for half a day) unable to resolve issue. A fuse blows and was replaced.
- d. On November 8, 1999 rattling noise/sound from the center of dash on accel and rattling/turbulence noise from the driver's side door. Unable to resolve issue.
- e. On November 15, 1999 the driver's side door would not open from the inside. Problem was corrected.
- f. On December 22, 1999 the entire driver's side and trunk door rattles when driving over a bump/off road, and in uneven surface road. There continues to be wind noise, turbulence, and rattles all through the car, and also rattling noise from the center of the dash on accel.
- g. On February 9, 2000 the fuel gauge fluctuates not working, the right front door latch sticks unable to lock door, wind noise and rattles left front door and trunk. Car went in for repairs on February 9th and was returned on February 10th 2000.
- h. On February 23, 2000 while backing out of garage on the above date the electrical system in the car died. Garage door cracked right front view mirror. Restart car left front head light died.
- i.
- j. On February 25, 2000 while driving the electrical system in the car died, same problem as on February 23rd car in the shop for four days.
- k. I first suspected that this car had some structural problems two weeks after my purchase. But the assistant sales manager insisted that structure of the car was sound, that I should not worry. I have spoke to the Asst. Sales manager, service people, detail manger, and the foreman at Von Housen. They all tried to resolve these problems but most of it continues to resurface a couple of days after repairs. The wind noise and rattling from the left front door and trunk continues. Advised by the head foreman Ed, that the door noise/rattling from the trunk are design flaws, that there was nothing that they can do to correct these problems. The Mercedes Benz manufacture should take responsibility for a defective product. (Please see attached service records for detail)

I have taking this car to two independent Mercedes Benz Auto body repair shops for evaluation. Their findings suggest that some of the problems are not fixable. I have also drove another Mercedes Benz ML 320 and compared, the other cars have fewer problems and quite drive. I can not continue to drive a new car that has problems that can not be fixed. I worry everyday when driving this car because of

the ongoing problems. I hope that Mercedes Benz manufacturer would honor their name/reputation and the quality of the product.

I have tried to resolve this problem with Von Housen and Mercedes Benz but they have not offered any reasonable solution. I bought a new Mercedes Benz and should have a new Mercedes Benz ML 320 and not a "Lemon".

The resolution that I would like from this process is for Von Housen and Mercedes Benz to pay for the devaluation of my car because of these ongoing problems or exchange it for another car of the same value. Thanks for your cooperation,

Sincerely,

[REDACTED]