



STAR ONLINE PUBLICATION



Case Number: S2408000049

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Symptom/Vehicle Issue: 500E Online Pre-Delivery Inspection Document (PDI) Will Not Complete

Technician Observation: The technician is getting an error when completing the online PDI.

Discussion: If there is an active pending sale and the new vehicle PDI cannot be completed on a 500E, contact the STAR Center and provide details of the error to record the issue and the sale intent. The case details will allow the tracking of the issue by VIN and the sales info this so no charge backs are issued for not completing the PDI.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.