

CUSTOMER #: 159606

675992

Mercedes - Benz of Pleasanton

ACCOUNTING

5885 Owens Drive

Pleasanton, CA 94588

(925) 463-2525

BRENDA VIEUX

2157 TERRA BELLA CT

LIVERMORE, CA 94550

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HOME:510-912-5275 CONT:510-912-5275

BUS: CELL:510-912-5275

SERVICE ADVISOR: 643 MARCO REGACHO

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
BLK	23	MB EQE350X		4JGGM2BBXPA000942		9GKP698	7260 / 7309		T2484
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
16MAY23 DD				17:00 25MAR24			0.00	CASH	08APR24

R.O. OPENED READY OPTIONS: ENG:Electric

12:22 25MAR24 15:47 08APR24

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
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A REVIEW CLIENT STATES THE INSTRUMENT CLUSTER STARTED FLASHING AND THEY HAD MULTIPLE WARNINGS COME ON THE DASH. 12V BATTERY MALFUCNTION , SRS, DRIVE ASSIT.

2500 REVIEW CLIENT STATES THE INSTRUMENT CLUSTER STARTED FLASHING AND THEY HAD MULTIPLE WARNINGS COME ON THE DASH. 12V BATTERY MALFUCNTION , SRS, DRIVE ASSIT.

1181ICUSL	4.36	0.00	0	2631		26.31	26.31
1335ICUSL	2.02	1.10	3850	1219		12.19	12.19
	6.38	1.10	3850	3850	**	38.50	38.50

VERSION 1 (EMP# 1335,25MAR24 16:12): 7260 PERFORMED SEVERAL TEST

DRIVE AND COULD NOT VERIFY CUSTOMER CONCERN WILL CONTINUE TO MONITOR

VERSION 2 (EMP# 1181,1335,03APR24 08:46): 7309 caused by possible

s/w issue PERFORMED SEVERAL TEST DRIVE AND COULD NOT VERIFY CUSTOMER

CONCERN WILL CONTINUE TO MONITOR tech 1181, performed multiple road

tests and quick test, codes stored in the control units were all

communication codes with the combustion engine and ptcu, chkd for li

documents, none found, removed the ptcu and inspect the connector for

damage, found ok. found ptss case that was very similar to customers

concern, in case was advised to update several control units, performed

s/w updates to the cluster and the mbux, erased all codes, and

performed multiple ignition cycles, no messages returned.

B REVIEW VEHICLE**REV REVIEW VEHICLE**

1181ICUSL	4.27	0.00	0	0		0.00	0.00
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VERSION 1 (EMP# 1181,28MAR24 10:43): 7260 chkd vehicle for

messages displayed, performed several road test, found mileage for

messages do not match code Mileage, chkd for li documents and cases,

nothing relates 100% will still be inspecting throughout the day

VERSION 2 (EMP# 1181,29MAR24 16:37): 7260 chkd vehicle for

messages displayed, performed several road test, found mileage for

messages do not match code Mileage, chkd for li documents and cases,

nothing relates 100% will still be inspecting throughout the day

rechkd for messages again, performed 6 mile road test with no messages

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

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16MAY23 DD			17:00 25MAR24			0.00	CASH	08APR24	
R.O. OPENED		READY		OPTIONS: ENG:Electric					
12:22 25MAR24		15:47 08APR24							

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
coming on, will recheck on monday								
VERSION 3 (EMP# 1181,03APR24 08:57): 7260 review found vehicle was								
here in October for similar concern, possibly related. chkd vehicle								
for messages displayed, performed several road test, found mileage for								
messages do not match code Mileage, chkd for li documents, found 1								
tips case related. will still be inspecting throughout the day rechkd								
for messages again, performed 6 mile road test with no messages coming								
on, will recheck on Monday followed recommendation of similar case for								
s/w updates, found issue was a 1 time occurrence no messages appeared								
while testing. vehicle is ok to release.								
C CHECK AND RECORD TIRE PRESSURES ONLY--NO MULTI-POINT INSPECTION								
PERFORMED AT THIS TIME								
NOMPI CHECK AND RECORD TIRE PRESSURES ONLY--NO								
MULTI-POINT INSPECTION PERFORMED AT THIS								
TIME								
	1335	IMP	0.00	0.10	350	350	3.50	3.50

ESTIMATE: 0.00 25MAR24 12:22 SA: 643

CONTACT:

CUSTOMER REQUESTED A LOANER	Thank you for choosing Mercedes-Benz of
BDC CREATED 2024-03 -22	Pleasanton. Winner of the prestigious
02:26:00PM TAKEN BY ASHLEY	"Best of the Best" Dealer Recognition Award
DEVERS	for 2009,2011,2014,2015,2016,2017,2018,and
	2023.
	HOURS OF OPERATION: MONDAY-FRIDAY 7:30A-6:00P
	SATURDAY HOURS 8:00am to 5:00pm

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-25-24	14:32	15:34	1.04	DW	1335	A	
	15:56	16:13	0.29	DW	1335	A	
03-26-24	09:38	10:19	0.69	DW	1335	A	

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						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		TOTAL CHARGES	
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						LESS INSURANCE	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						SALES TAX	
DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						PLEASE PAY THIS AMOUNT	

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12:22 25MAR24	15:47 08APR24		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
03-27-24		15:30	16:56	1.43	W	1181	B	
03-28-24		08:01	10:41	2.66	W	1181	B	
04-02-24		08:53	11:47	2.90	DW	1181	A	
		12:55	14:14	1.31	DW	1181	A	
04-03-24		08:37	08:46	0.15	W	1181	A	
		08:46	08:57	0.18	W	1181	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45500	3850	3850		47600	350	350	
65000	3850	*****		6703	350	*****	999

COST, SALE, & COMP TOTALS				4200	4200	0	
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Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
<input type="checkbox"/> Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi <input type="checkbox"/> Customer declined tire pressure check/inflation service. Initials _____						GAS, OIL, LUBE	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						SUBLET AMOUNT	0.00
				<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable		WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

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ACCOUNTING COPY