

IN SVC. DATE	PRO. DATE	WARR. EXP.	PROMISED	PO NO.	CUST. PAY LABOUR RATE	PAYMENT	INV. DATE
19JUL19 IS		18JUL2023	17:00 16SEP20		171.00	CASH	16SEP20
R.O. OPENED		READY	OPTIONS:	SOLD-STK: [REDACTED]	DLR:5930 TRN:Automatic		
16SEP20		16SEP20					

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

A C\S THE COMMAND UNIT WENT BLANK, RESTARTED CAR STILL NO COMMAND  
SUDDENLY SCREEN CAME BACK ON.  
CAUSE: SOFTWARE UPDATE  
540650 ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN  
(WHEN CHECKING/ TESTING AND TROUBLESHOOTING)  
945 WP 0.10 (N/C)  
541011 PERFORM QUICK TEST  
945 WP 0.20 (N/C)  
ZM820701 INDIVIDUAL PARTS FOR COMMUNICATIONS  
SYSTEMS AND INFORMATION SYSTEMS:  
..... AFTER FAULT CODE CHECK  
945 WP 0.50 (N/C)  
540991 PROGRAM AND CODE CONTROL UNIT  
..... (AFTER QUICK TEST)  
945 WP 0.30 (N/C)  
FC: PART#: COUNT:  
CLAIM TYPE: N  
AUTH CODE: 087100G38

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

#00 CUSTOMER REQUESTED A LOANER CREATED 2020-08 -25 01:13:00PM TAKEN BY ANNA LEONG  
You may receive a satisfaction survey from us within the upcoming week and it would be greatly appreciated if you took a moment to tell us about your service experience. As a valued customer, your thoughts mean a great deal to us and we look forward to serving you again in the future.

<small>Mercedes-Benz Canada Inc. Printed Material Privacy Statement - Version 1.0 Mercedes-Benz Canada Inc. (MBC) takes privacy very seriously. MBC selected dealers and MBC financial arm use and disclose personal information supplied by you to each other. MBC and dealer may collect financial information on behalf of MBC Financial arm. MBC financial arm will not disclose financial information they have collected. Information collected is used in order to provide you with products and services (warranty owner notifications and the like), special offers and marketing materials (which may include product and service material service reminders and the like). We endeavor to have a life long relationship and therefore may retain any personal information you provide, unless otherwise instructed. In the event of transfer of ownership the new entity will be required to follow MBC's Privacy Policy for 6 months, during which time the new owner will contact all customers.  MBC will keep all personal information confidential. If you would like to access your personal information, request that personal information be corrected or you no longer wish to receive marketing information, please contact the Privacy Officer via email at PrivacyOfficer@Mercedes-Benz.ca or telephone at 1-800-387-0100.  If you would no longer like to receive information like this or would like to know what information Mercedes-Benz Canada Inc. holds on you please contact the Privacy Officer at PrivacyOfficer@Mercedes-Benz.ca or telephone at 1-800-387-0100.</small>	<b>Book your next service appointment at 1.877.366.8888 or book online at mbthornhill.ca</b>  <b>24 Hour Roadside Assistance: 1.800.387.0100</b>  Inquiries: customercare@thornhill.mercedes-benz.ca	DESCRIPTION	TOTALS
		LABOUR 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/H.S.T.	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

H.S.T. REG NO.: R103636866 METRO LIC. B68-0216759