CUSTOMER #: 66666 UNIT# 2000808

DAVID M RADCLIFFE

9573 GAINEY RANCH AVE

LAS VEGAS, NV 89147-8038

759571

Mercedes-Benz

\*INVOICE\*

7300 W. Sahara Ave. · Las Vegas, NV 89117 Phone (702) 364-2700 · Fax (702) 364-2723

www.fjimports.com

PAGE 1

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

HOME: 702-379-3401 CONT: 702-379-3401			3A1 6.00 A	M to 5:00 P	
BUS: 702-363-5536 CELL: 702-379-3401	SERVICE ADVISOR:	833 TAR	OYNE BROW	IN	
COLOR YEAR MAKE/MODEL	VIN	LICENSE	MILEAGE		TAG
W. GOUTT TO					
MACCHIATOM 20 MERCEDES CLS450C	WDD2J5JB2LA052821		12424/	12424	T8805
DEL. DATE PROD. DATE WARR. EXP. PROMISE	D PO NO.	RATE	PAYMENT		DATE
14FEB20 IS					
14FEB20 DD		0.00	CASH	24JUN	21
R.O. OPENED READY OPTIONS:	SOLD-STK:2000808	3 TRN::-	-}		
07:12 18JUN21 09:53 24JUN21					
LINE OPCODE TECH TYPE HOURS					
A CUSTOMER STATES 48 VOLT MESSAGE CO.	MEC ON DAGII	LIST	NET	TO	TAL
MISC Default	MES ON DASH				
879 ISP					1
	OTHER: 0.00	TOTAL L	TNID A		/C)
12424 customer concern customer sta	tes that the 48% me	eeeano n	omog	0	.00
on dash, was able to verify concern	of message on dack	ingta	bac boll		
removed sus and pattery maintainer	to run muick test	found no	andor i	n	
retaction to concern, checked and to	und message in inct	rumont	aluaton	11	
event memory, test drove vehicle on	multiple different	occasio	and to		
till ullable to verily concern or du	plicate. Upon check	ing weh.	icle faul	+	
mistory in Paperless XD system, four	nd fault code store	d multir	ole times	_	
101 Idults with 48 volt system being	a caused by				
excessive/overtemperature of high vo	oltage/48 volt batt	ery. Men	rcedes		
bell Research and Development depart	ment is well aware	of this	7 0350 0+ 1	8	
voic issue being experienced on this	s vehicle by this c	lient :	and ic		
diligently fast tracking a Software	release for instal	l into t	this		
vehicle to remedy/fix this exact clarenairs possible at this time for the	ent concern. There	are no	further		
repairs possible at this time for the	nis exact concern o	lue to th	ne		
Software update being needed/necessa	ary to repair this	issue no	ot being		
available from Mercedes Benz Research Research and Development will commun	on and Development	at this	time.		
Software is available to install in	client's wobigle	nip work	snop once	8	
notified by Dealership Service Depart	ctment once Softwar	CITEIL A	viii be	_	
to voic concern has been made availa	anle				
***********	*******	******	**	-	
C CUSTOMER STATES LOST SLIGHT POWER W	WHILE DRIVING			9	
CND COULD NOT DUPLICATE				_	
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879 ISP					(C)
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**OPEN** MON-FRI 7:00 AM to 6:00 PM

SAT 8:00 AM to 5:00 PM

DAVID M RADCLIFFE 9573 GAINEY RANCH AVE LAS VEGAS, NV 89147-8038 HOME: 702-379-3401 CONT: 702-379-3401

PAGE 2

BUS: 702-3	63-5	536	CELL: 702-	379-3401	SER	VICE ADVISOR:	833 LAR	OYNE BROW	NN	
COLOR	YEAR	R MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG	
MACCHIATOM			CEDES CLS	3450C	WDD2J	5JB2LA052821		12424	/12424	T8805
		DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT		DATE
14FEB20 IS 14FEB20 DD	1			13:00 18	BJUN21		0.00	CASH	24JUN	121
		OPTIONS	: SOL	D-STK:2000808			1 2 10 01	2 1		

07:12 18JUN21 09:53 24JUN21

LINE OPCODE TECH TYPE HOURS LIST Benz Research and Development department is well aware of this exact 48 volt issue being experienced on this vehicle by this client, and is diligently fast tracking a Software release for install into this vehicle to remedy/fix this exact client concern. There are no further repairs possible at this time for this exact concern due to the Software update being needed/necessary to repair this issue not being available from Mercedes Benz Research and Development at this time. Research and Development will communicate with Dealership Workshop once Software is available to install in client's vehicle. Client will be notified by Dealership Service Department once Software update for this 48 volt concern has been made available.

\*\*\*\*\*\*\*\*\*\*

D CUSTOMER STATES VEHICLE REVES HIGH CND COULD NOT DUPLICATE

> 879 ISP 0.00 LABOR:

OTHER: 0.00

0.00

(N/C)

TOTAL

TOTAL LINE D: 12424 customer concern customer states the vehicle revs high. unable to verify or duplicate concern, found vehicle idles and drives as designed. Upon checking vehicle fault history in Paperless XD system, found fault code stored multiple times for faults with 48 volt system being caused by excessive/overtemperature of high voltage/48 volt battery. Mercedes Benz Research and Development department is well aware of this exact 48 volt issue being experienced on this vehicle by this client, and is diligently fast tracking a Software release for install into this vehicle to remedy/fix this exact client concern. There are no further repairs possible at this time for this exact concern due to the Software update being needed/necessary to repair this issue not being available from Mercedes Benz Research and Development at this time. Research and Development will communicate with Dealership Workshop once Software is available to install in client's vehicle. Client will be notified by Dealership Service Department once Software update for this 48 volt concern has been made available.

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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.

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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PAGE 3

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> > 0.00

DAVID M RADCLIFFE 9573 GAINEY RANCH AVE

LAS VEGAS, NV 89147-8038

HOME: 702-379-3401 CONT: 702-379-3401

BUS: 702-363-5536 CELL:702-379-3401

SERVICE ADVISOR: 833 LAROYNE BROWN VIN LICENSE

YEAR COLOR MAKE/MODEL MILEAGE IN / OUT TAG MACCHIATOM 20 MERCEDES CLS450C WDD2J5JB2LA052821 12424/12424 T8805 DEL. DATE PROD. DATE WARR. EXP. PROMISED PO NO RATE PAYMENT INV. DATE 14FEB20 IS 14FEB20 DD 13:00 18JUN21 0.00 CASH 24JUN21

R.O. OPENED READY OPTIONS: TRN::--} SOLD-STK:2000808

07:12 18JUN21 09:53 24JUN21

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL E PERFORM COMPLIMENTARY FLETCHERJONES MULTIPOINT INSPECTION

MPI PERFORM COMPLIMENTARY FLETCHERJONES

MULTIPOINT INSPECTION

879 C 0.00 LABOR:

0.00 OTHER:

0.00 TOTAL LINE E:

0.00 0.00

12424 customer request performed multi point inspection, topped off

necessary under hood fluids and adjusted tire pressures \*\*\*\*\*\*\*\*\*

BDC APPT CREATED 2021-06-17 01:51:00PM TAKEN BY MONIQUE

LEBLANC 7023793401

### NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK.

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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		

DESCRIPTION

pyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

# CURTIS CHERRY | SERVICE DIRECTOR

FLETCHER JONES IMPORTS
7300 West Sahara Ave. Las Vegas, NV 89117
Mercedes-Benz/ AMG/ Sprinter
Main: (702) 364-2750
ccherry@fletcherjones.com

### "The Best or Nothing."

Please experience the links below: www.fjimports.com





From: >

Sent: Monday, June 21, 2021 8:45 AM

To: Curtis Cherry < <a href="mailto:CCherry@fletcherjones.com">CCherry@fletcherjones.com</a>>

Subject: RE: 48V issue

Do you have the customer info or the VIN? The CAC was asking

From: Curtis Cherry < CCherry@fletcherjones.com>

Sent: Friday, June 18, 2021 11:06 AM

To>

Subject: 48V issue

Gentleman,

As the heat has risen to 115 this week in Las Vegas the 48V over temp software issue has returned. It is unacceptable that MBUSA has not come to a reasonable solution for this issue in 12 months' time. I do not think I can get away with resetting there check engine light and release their car to them this year. Please put the gas on this one. Push it to the top. Whatever you can do. Last year we documented 13 cars with this issue in our area. Yesterday we had 4 of the thirteen reappear and one was already here for another issue and had the fault in it also. How many new ones will I receive over the 13 from people who have moved here from cooler climates.

This is a sample of the abuse we are receiving from the customers. We shouldn't be in the middle of this. MBUSA should have sent a letter to these customers explaining that this is not on the dealer. Or they should have taken these customers out of their cars Last year when there were cars.

This customer is now in my Loaner and is stating he will refuse to pick up the car until its fixed.

First e-mail: 6/17

Just notifying you now that once again the CLS shut down in the middle of Las Vegas Boulevard in heavy traffic. The error was once again the 48 volt system which you have refused to repair since we bought the car. I've called service, no cars for a week, no help and of course, nothing changes.

I'll direct one last certified mail to you Steve and then sue you. Last chance to repair my car. I will have a total of 5 certified mails to you and Mercedes Benz fully documenting your refusal to repair the vehicle at that point so won't be much of a problem proving fault or damages.

Do the warranty repairs on the car. The contract requires it. If you don't, I'll see you in court.

Bring your checkbook.

Second Email: sent 6/18

Well I dropped the car off last night and spoke to My service writer this morning. He says there's still no fix for this problem.

If so now we know what it is a design defect that you continue to sell Because it requires an expensive redesign. You'll continue to do that until there are enough people hurt with cars shutting down in the middle of the road or enough complaints that actually force you to do what morally and ethically you should do.

Now we're on a whole different level. If you are putting people's lives and safety at risk knowingly and wilfully. You are continuing to sell a car with a design defect knowing there is no fix for the problem.

You know for a fact that the 48 volt system can't be fixed But continue to sell cars with

# CURTIS CHERRY | SERVICE DIRECTOR

FLETCHER JONES IMPORTS
7300 West Sahara Ave. Las Vegas, NV 89117

Mercedes-Benz/ AMG/ Sprinter

Main: (702) 364-2750

ccherry@fletcherjones.com

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Please experience the links below:

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