



# FLETCHER JONES

Mercedes-Benz

IMPORTS

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

CUSTOMER #: 66666  
UNIT# 2000808

759571

\*INVOICE\*

DAVID M RADCLIFFE  
9573 GAINNEY RANCH AVE  
LAS VEGAS, NV 89147-8038  
HOME: 702-379-3401 CONT: 702-379-3401  
BUS: 702-363-5536 CELL: 702-379-3401

PAGE 1

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

SERVICE ADVISOR: 833 LAROYNE BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	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			13:00 18JUN21		0.00	CASH	24JUN21
14FEB20 DD							
R.O. OPENED	READY	OPTIONS: SOLD-STK:2000808 TRN:--}					
07:12 18JUN21	09:53 24JUN21						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES 48 VOLT MESSAGE COMES ON DASH  
MISC Default

879 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

12424 customer concern customer states that the 48v message comes on dash. was able to verify concern of message on dash. installed and removed sds and battery maintainer to run quick test, found no codes in relation to concern, checked and found message in instrument cluster event memory. test drove vehicle on multiple different occasions to find unable to verify concern or duplicate. 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.

\*\*\*\*\*

C CUSTOMER STATES LOST SLIGHT POWER WHILE DRIVING  
CND COULD NOT DUPLICATE

879 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

12424 customer concern customer states that the vehicle lost power while driving. was unable to verify or duplicate concern. 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

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X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	





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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

(N/C)  
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 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.

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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	





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E	PERFORM COMPLIMENTARY FLETCHERJONES MULTIPOINT INSPECTION						
	MPI PERFORM COMPLIMENTARY FLETCHERJONES MULTIPOINT INSPECTION						
	879 C					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

12424 customer request performed multi point inspection, topped off necessary under hood fluids and adjusted tire pressures

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BDC APPT CREATED 2021-06-17  
01:51:00PM TAKEN BY MONIQUE  
LEBLANC 7023793401



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MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

Customer name David Radcliffe Vin# WDD2J5JB2LA052821

**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](mailto:ccherry@fletcherjones.com)

***"The Best or Nothing."***

Please experience the links below:

[www.fjimports.com](http://www.fjimports.com)



**From:** >  
**Sent:** Monday, June 21, 2021 8:45 AM  
**To:** Curtis Cherry <[CCherry@fletcherjones.com](mailto:CCherry@fletcherjones.com)>  
**Subject:** RE: 48V issue

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

**From:** Curtis Cherry <[CCherry@fletcherjones.com](mailto: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**

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