



Thank you for allowing us to help you maintain your vehicle. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Action Plan that addresses the needs of your vehicle. Please review its contents and let your advisor know which services you would like us to perform today. If you have any questions or concerns please don't hesitate to contact us. We are here to help you.

Robert [REDACTED]



Wayne [REDACTED]
Service Consultant

G. [REDACTED]
Certified Technician



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUST STATES VEHICLE JERKING AT LOW SPEEDS-FEELS LIKE MANUAL CLUTCHING JERKING (R&R TRANS PAN FOR INSPECTION)
- ✓ R&R TRANS PAN
- ✓ B. Perform World Class Inspection to include TIRES, BULBS AND GLASS INSPECTION
- ✓ C. (GEN) GENERAL SERVICE/REPAIRS, ALL OTHER SERVICES DECLINED-SRS RESTRAINT MSG ON; BRAKING VIBRATION (C/S)FROM SBC
- ✓ D. COURTESY CAR WASH
- ✓ E. COURTESY LOANER VEHICLE



Package Results

Mercedes Benz of Honolulu Courtesy Inspection (1)

Passed Tasks

- ✓ Inspect exterior lights
- ✓ Inspect exterior light assemblies for cracks and damage
- ✓ Inspect wiper and washer operation
- ✓ Check horn operation
- ✓ Inspect interior lights
- ✓ Inspect instrument cluster warning lamps
- ✓ Inspect windshield wiper blades

Additional Observations

EST REMANS TRANSMISSION

Recommendation

REPLACE TRANSMISSION AND REBUILD TORQUE CONVERTER



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
A. CUST STATES VEHICLE JERKING AT LOW SPEEDS -FEELS LIKE MANUAL CLUTCHING JERKING		\$218.82		X
R&R TRANS PAN (R&R TRANS PAN FOR INSPECTION)	Fail	\$521.49		
B. Perform World Class Inspection to include TIRES, BULBS AND GLASS INSPECTION		\$0.00		X

Original Customer Requests		Status	Cost	Declined	Approved
C. (GEN) GENERAL SERVICE/REPAIRS, ALL OTHER SERVICES DECLINED-SRS RESTRAINT MSG ON; BRAKING VIBRATION (C/S)FROM SBC			\$0.00		X
D. COURTESY CAR WASH			\$0.00		X
E. COURTESY LOANER VEHICLE			\$0.00		X
Subtotal			\$740.31		\$218.82
Additional Recommendations		Status	Cost	Declined	Approved
REPLACE TRANSMISSION AND REBUILD TORQUE CONVERTER (EST REMANS TRANSMISSION)		Caution	\$6,172.26		
Subtotal			\$0.00		
Totals, Taxes and Fees			Cost	Declined	Approved
Estimate Subtotal			\$6,912.57	\$0.00	\$218.82
Shop Fees			\$25.00		
Sales Tax			\$327.45		
Estimate Total			\$7,265.03		