

16:35 16FEB11 18:08 17FEB11

1) TITANIUM PLUS

1576071

4/25/09

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES COMAND SCREEN IS BLACK...HAS SOUND FROM RADIO CAUSE:

541011 SHORT TEST, PERFORM 62 W08 (N/C)
1 204-820-57-97 COMMAND APS (N/C)
541012 TEST PROGRAM - AFTER SHORT TEST, PERFORM (PRINTOUT REQUIRED) 62 W08 (N/C)
542306 CONTROL MODULE....RESET, PERFORM 62 W08 (N/C)
827429 COMAND DISPLAY REPLACE (AFTER CHECK) 62 W08 (N/C)

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

17580 INTER ELEC MALF OF COMAND DISPLAY. VERIFIED CUSTOMER CONCERN. PERFORMED SHORT TEST, FOUND CODES IN ZAN-AUDIO/COMAND DISPLAY (A40/8) 0607-THE CONTROL UNIT HAS A MALFUNCTION. 9429-THE AUDIO/COMAND DISPLAY HAS OVER TEMPERATURE. PERFORMED TEST PROGRAM AFTER SHORT TEST. CHECKED FUSE FOR DISPLAY. FUSE OK. TRIED PERFORMING HARD RESET OF DISPLAY. DISPLAY STILL INOP. TRIED PERFORMING HARD RESET OF COMAND UNIT. DISPLAY STILL INOP. CHECKED FOR NEWER SOFTWARE. NO NEWER SOFTWARE FOUND. REPLACED COMAND DISPLAY. DISPLAY OPERATING OK AFTER REPLACEMENT. ERASED CODES.

B MB LOANER

CC CUSTOMER STATES PROVIDE MERCEDES BENZ COURTESY VEHICLE

99 CP 0.00 0.00

SUBL LOANER

IR (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C DO NOT WASH 917 664 6657

SEE SERVICE ADVISOR

85 CP 0.00 0.00

Table with columns: DATE COMPLETED, DATE PICKED UP, DESCRIPTION, TOTALS. Includes a signature line with 'X' and a list of charges (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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Thank You! CUSTOMER COPY