

Repair Order Detail - Customer Copy

RO Number: 219541

RO Status: CLOSED

Customer: CORNEJO,STEVE

Phone(s): Contact: (909)900-7420

Vehicle: WDDNG77X08A153714

Main: (909)900-7420

2008 S63AMG

BLACK

scorejo@eaglecontainerinc.com

Cell: (909)900-7420

7ELG259

Mileage: 85,457

Service advisor: 167

Tag number: T3627

Payment type: VM

Promised time: 11:40 PM

Promised date: 02/25/2015

Waiter: No

Estimate: 0.00

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A CLIENT REPORTS WHEN USING THE COMAND CONTROLLER IF YOU SELECT A SETTING THE COMAND WILL REVERT BACK TO IT'S ORIGINAL POSITION.CHECK AND ADVISE

NOTE WGW SEE STORY N/C

Tech(s): 152

221-870-38-87

1 CONTROL UNIT

N/C

NOTE CP SEE STORY 0.00

Tech(s): 152

221-870-38-87

1 CONTROL UNIT

1,000.00

Pts: 1,000.00 Lbr: 0.00 Other: 0.00 Total Line A: 1,000.00

Story: 85457 ALTHOUGHT THIS IS NOT A WARRANTABLE DEFECT MBUSA WILL PROVIDE 50% ONE TIME GOODWILL ASSISTANCE TOWARDS THE VOICE CONTROL MODULE AND CLIENT TO PAY FOR THE REMAINING 50% OF THE PART. MERCEDES BENZ OF ONTARIO WILL PERFORM THE LABOR FEE AT NO CHARGE TO CLIENT 400 GOODWILL 50/50 PART ONLY MB ONTARIO TO INTERNAL LABOR OFFERED/ACCEPTED CONNECT BATTERY CHARGER, CONNECT SDS AND PERFORM SHORT TEST. FOUND COMMAND CONTROLLER SKIPS FROM TOP TO BOTTOM OF DISPLAY AND AUDIO SYSTEM HAS A CRACKLING SOUND FROM SPEAKERS. PERFORM AUDIO SYSTEM ELECTRICAL TEST. FOUND VOICE CONTROL UNIT HAS INTERNAL FAULT. CHECK AND REPLACE VOICE CONTROL UNIT. CLEAR CODES AND PERFORM CODING FOR ALL AUDIO CONTROL UNITS. FOUND DURING SOFTWARE UPDATE, TUNER CONTROL UNIT FROZE. PERFORM NUMEROUS SOFTWARE UPDATE ATTEMPTS, PERFORM SEVERAL MANUAL RESET OF CONTROL MODULE BEFORE CONTROL UNIT WOULD ACCEPT NEW SOFTWARE.

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B CLIENT REPORTS THERE IS A CLICKING SOUND COMING FROM THE SPEAKERS WHEN LISTENING TO THE RADIO.CHECK AND ADVISE

NOTE CP SEE STORY 0.00

Tech(s): 152

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 85457 SEE LINE A

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C Perform California state COLD tire inflation check and correction as mandated by state law AB32

PSI CP Perform California state COLD tire inflation check and correction as mandated by state law AB32 0.00

Tech(s): 152

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 85457 Check, correct and record tire pressure according

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to manufacturer specifications. Right Front PSI__36__ Left
Front PSI __36__ Right Rear PSI __36__ Left Rear PSI
__36__
~~~~~

D CAR WASH  
CW CP CAR WASH 0.00  
Tech(s): 152  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00  
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E COURTESY LOANER CAR PROVIDED BY MB ONTARIO DURING VEHICLE
SERVICE. \$79.95 PER DAY VALUE. NO SMOKING, CLIENT RESPONSIBLE FOR
ANY TOLL FEES AND TO RETURN VEHICLE WITHIN 12HRS OF COMPLETED
SERVICE UNDAMAGED TO AVOID FEES. INITIALS. _____
LOANER CP COURTESY LOANER CAR 0.00
PROVIDED BY MB
ONTARIO DURING
VEHICLE SERVICE.
\$79.95 PER DAY VALUE.
NO SMOKING, CLIENT
RESPONSIBLE FOR ANY
TOLL FEES AND TO
RETURN VEHICLE WITHIN
12HRS OF COMPLETED
SERVICE UNDAMAGED TO
AVOID FEES.
INITIALS. _____
Tech(s): 152
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00
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F\*\* CLIENT APPROVED TO REPLACE VOICE CONTROL MODULE. AS A ONE TIME  
GOODWILL GESTURE MERCEDES BENZ OF ONTARIO WILL COVER THE LABOR  
FEES AT NO COST TO THE CLIENT  
NOTE IPS SEE STORY N/C  
Tech(s): 152  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line F: 0.00  
Story: 85457 GOODWILL 50/50 PART ONLY MB ONTARIO TO INTERNAL  
LABOR OFFERED/ACCEPTED CONNECT BATTERY CHARGER, CONNECT SDS  
AND PERFORM SHORT TEST. FOUND COMMAND CONTROLLER SKIPS FROM  
TOP TO BOTTOM OF DISPLAY AND AUDIO SYSTEM HAS A CRACKLING  
SOUND FROM SPEAKERS. PERFORM AUDIO SYSTEM ELECTRICAL TEST.  
FOUND VOICE CONTROL UNIT HAS INTERNAL FAULT. CHECK AND  
REPLACE VOICE CONTROL UNIT. CLEAR CODES AND PERFORM CODING  
FOR ALL AUDIO CONTROL UNITS. FOUND DURING SOFTWARE UPDATE,  
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TUNER CONTROL UNIT FROZE. PERFORM NUMEROUS SOFTWARE UPDATE  
ATTEMPTS, PERFORM SEVERAL MANUAL RESET OF CONTROL MODULE  
BEFORE CONTROL UNIT WOULD ACCEPT NEW SOFTWARE.  
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Customer Pay	
Labor	0.00
Parts	1,000.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	1,000.00
Less Insurance/Adjustment	0.00
Sales Tax	80.00
Total	1,080.00