

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A CUSTOMER STATES NOISE IN FRONT SUSPENSION...CREEKING..CV
 029560 DIAGNOSTIC TESTING - NO TROUBLE FOUND,
 PERFORM
 5 W40 (N/C)

8521 VERIFIED FRONT SUSPENSION NOISE. WAS ABLE TO HEAR NOISE WHEN
 TURNING STEERING WHEEL RIGHT OR LEFT. PREFORM UNDERBODY CHASSIS NOISE
 INSPECTION. FOUND LEFT TORQUE STRUT ARM AND LEFT LOWER CONTROL ARM HAVE
 ALIGNMENT BOLTS INSTALLED. THE LOWER CONTROL ARM BOLT IS NOT INSTALLED
 PROPERLY. WOULD RECOMMEND HAVING ALIGNMENT PREFORMED. ALSO FOUND RIGHT
 LOWER CONTROL ARM BOLT LOOSE WHICH IS CASUING CREEKING NOISE. TIGHTEN
 BOLT AND REDROVE. CHECK OK AT THIS TIME.

B CUSTOMER STATES DELAY/HESITATION ON HARD ACCELERATION..CV
 541011 SHORT TEST, PERFORM
 5 W40 (N/C)
 540991 CONTROL UNIT - SOFTWARE (AFTER SHORT
 TEST), INSTALL
 5 W40 (N/C)
 540992 CONTROL UNIT- CODE (AFTER SHORT
 TEST), PERFORM
 5 W40 (N/C)

8521 TEST DROVE TO VERIFY COMPLAINT. WHEN CAR IS AT COMPLETE STOP,
 A HESITATION IS FELT ON HARD ACCELERATION. PREFORM SDS TEST. NO CODE OR
 EVENTS IN ANY CONTROL MODULE. CHECK FOR UPDATED SOFTWARE. INSTALL MESFI
 SOFTWARE. CODE MESFI. INSTALL ETC SOFTWARE. CODE ETC. REDROVE AFTER
 REPAIR. FOUND COMPLAINT TO ONLY HAPPEN IN SPORT MODE AND NOT COMFORT
 MODE. SPORT MODE WILL BE MORE FIRM ON ACCELERATION.

C OIL AND FILTER CHANGE (VALUE PRICING)
 3 OIL AND FILTER CHANGE (VALUE PRICING)

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller, MERCEDES-BENZ OF MEMPHIS, hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. MERCEDES-BENZ OF MEMPHIS, does not guarantee that the work performed in accordance with this estimate will correct a problem specified on the description of the complaint. Repair work done on this order will be based in part on a flat rate manual computation.

In the event that this invoice is turned over for reason of non-payment or other reason and placed in the hands of an attorney, I agree to pay all reasonable attorney fees, court costs and expenses incurred in the handling and/or collection of the balance. Any balance 30 days or more past due and owing, with or without notice, shall accumulate interest after said thirty (30) day period at a rate of 1 1/4% per month until the balance is paid in full, together with any applicable attorney fees, expenses, court costs and/or such other costs of collection. I realize by signing this invoice that I am entering into a contract with MERCEDES-BENZ OF MEMPHIS. I have carefully read and understand the provisions contained herein. I WAS NOTIFIED AND GAVE ORAL APPROVAL OF ADD ON REPAIRS.

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

Thank You!

CUSTOMER COPY