

# **RECOMMENDED**

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# **ACTION PLAN**™

Thank you for allowing us to help you maintain your 2002 S500. In our effort to help you keep your vehicle operating at peak performance, we have assembled this customized Recommended 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.

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*Service Consultant*

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*Certified Technician*

**YOUR VEHICLE**

<b>Year</b> 2002	<b>Make</b> Mercedes-Benz	<b>Model</b> S500	<b>Engine Type</b> 5.0L V8 SOHC (MFI)
<b>Odometer</b> 31,472	<b>VIN #</b> [REDACTED]	<b>License #</b>	<b>Date</b> 5/19/2010



## Original Customer Requests

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

- ✓ A. CUSTOMER STATES: BRAKE SYSTEM-WARNING CAME ON- BUT IT IS OF NOW
- ✓ B. PERFORM MULTIPOINT VEHICLE INSPECTION
- ✓ C. COURTESY EXTERIOR WASH AND VACUUM PASSENGER COMPARTMENT-\$10.95 VALUE-NO CHARGE
- ✓ D. COURTESY RENTAL CAR-AVERAGE \$49.95 VALUE-NO CHARGE TO CLIENT WHEN RETURNED UPON NOTIFICATION OF VEHICLE COMPLETION.CLIENT IS RESPONSIBLE FOR FUEL, DAMAGE AND OPTIONAL INSURANCE.



## Package Results

### Mercedes Benz of Palm Beach mult-point inspection

Failed Task	Observation	Recommendation
Check for fluid leaks	ENGINE OIL LEAKS	Replace valve cover gaskets

Cautioned Task	Observation	Recommendation
Inspect fuel injection system	No history of fuel filter replacement	Replace fuel filter
Inspect/measure front brake pads/shoes	3mm or less	
Check engine coolant level/condition	Found coolant to be diluted	Cooling system flush service
Check brake fluid level/condition	Found brake fluid to be dirty/burnt	Perform brake system flush

Passed Task	Observation	Recommendation
Check windshield washer fluid level/condition	Found fluid level low - topped off fluid	
Inspect/measure rear brake pads/shoes	7mm or greater - inspect brakes on next visit	
Inspect/measure LF tire tread depth	5/32" or greater - inspect tires on next service visit	
Inspect/measure RF tire tread depth	5/32" or greater - inspect tires on next service visit	
Inspect/measure LR tire tread depth	5/32" or greater - inspect tires on next service visit	
Inspect/measure RR tire tread depth	5/32" or greater - inspect tires on next service visit	

Passed Task	Observation	Recommendation
Check tire pressure	Set tire pressure to factory specifications	

### Passed Tasks

- |   |   |   |
|---|---|---|
| ✓ Check hazard light  | ✓ Check brake light   | ✓ Check back-up light                           |
| ✓ Check taillight/turn signal/side marker lights            | ✓ Check headlights (including DRL)                              | ✓ Check rear differential fluid level/condition |
| ✓ Check windshield washer fluid level/condition             | ✓ Inspect fuel hoses and lines                                  | ✓ Inspect accessory drive belts                 |
| ✓ Inspect windshield wiper blades                           | ✓ Coolant hose and heater line condition                        | ✓ Inspect windshield condition                  |
| ✓ Inspect engine air filter and cabin air filters           | ✓ Check CV drive axle boots and/or driveshafts and u-joints     | ✓ Check suspension                              |
| ✓ Check steering components                                 | ✓ Check battery cables and connections                          | ✓ Check Battery Condition                       |
| ✓ Inspect exhaust system for leaks, damage, and loose parts | ✓ Inspect exhaust system heat shields                           | ✓ Inspect engine and transmission mounts        |
| ✓ Inspect/measure rear brake pads/shoes                     | ✓ Check brake system (including lines, hoses and parking brake) | ✓ Inspect/measure LF tire tread depth           |
| ✓ Inspect/measure RF tire tread depth                       | ✓ Inspect/measure LR tire tread depth                           | ✓ Inspect/measure RR tire tread depth           |
| ✓ Inspect overall condition (all tires)                     | ✓ Check tire pressure   | ✓ Check power steering fluid level/condition    |
| ✓ Check AC system   | ✓ Check engine oil level/condition                              |   |



## Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

\*\* The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a “do-it-yourself” operation.

**Operation Description:**

Depressurize the fuel system. Remove the fuel filter retaining straps and disconnect the fuel feed and supply lines. Install a factory-approved replacement filter, and then reinstall the retaining components. Check for signs of damage to the fuel lines or connections.

*Old fuel filter***Significance:**

Fuel filters play a crucial role in your engine's performance. If the filter becomes restricted, the engine will starve for fuel and not perform properly. Damaged fuel filters can allow debris to flow through the lines and clog the pressure regulator and fuel injectors. Fuel filters have a life expectancy of about five years. It is important to replace it at the recommended service interval.

*New fuel filter***Advantage:**

Factory replacement parts are designed to work in a specific system by the vehicle manufacturer. Proper filtration of fuel that enters the carburetor or fuel injection system is mandatory to keep your engine performing like new.

## Coolant change

**Operation Description:**

Remove the coolant pressure cap and open the radiator and engine coolant drain valves. Drain the coolant completely from the vehicle radiator block and heater core. Inspect all coolant hoses and connections. Close the radiator and coolant drain valves. Refill to factory-specified levels and purge air pockets from engine. Run engine to operating temperature and observe thermostat operation. Top off the coolant as necessary.

*Dirty, acidic coolant (antifreeze)***Significance:**

The engine's coolant pulls the heat from the engine and then dissipates the heat when it enters the radiator. The engine's cooling system is a complex system comprised of many components and materials. The most common materials used are aluminum, plastic, copper, brass, rubber, and steel. The engine coolant must be compatible with all of them. The engine coolant is designed to transfer heat, stop corrosion, and provide a lubricant for the water pump seal. Old antifreeze can become acidic. The combination of acidic fluid and the dissimilar alloys in the cooling system actually creates a crude battery. This condition can cause accelerated corrosion of these materials. Changing the coolant according to a preventative maintenance schedule will prevent this acidic condition, and help prevent corrosion, and expensive future repairs.

*New engine coolant (antifreeze)***Advantage:**

Replacing the engine coolant as a part of a scheduled maintenance program is essential to your vehicle's reliability and longevity. New engine coolant has a non-acidic, non-corrosive PH level that will not destroy your cooling system components. The use of proper engine coolant will help keep your engine from overheating, and can help prevent the engine from freezing during cold weather conditions.

**Operation Description:**

Determine where the engine oil is leaking from. Repair the leak according to the manufacturer’s service information. Top off the engine oil, and then take the vehicle for a test drive. Recheck the oil leak to verify that it has been effectively repaired.

**Significance:**

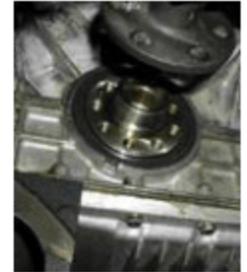
Engine oil leaks under your vehicle can indicate that a seal, gasket, or component has failed and needs to be repaired or replaced. Engine oil leaks leave a mess in your driveway, but more importantly, when they are ignored, they can lead to major engine damage.

**Advantage:**

Repairing engine oil leaks helps keep your vehicle reliable and your driveway clean. Repairing an engine oil leak can also help you avoid the expensive repairs arising from running an engine that is low on oil. Running an engine low on oil can lead to complete engine failure.



*Removing a leaking rear main seal*



*New rear main seal*

**Operation Description:**

Completely purge the vehicle's brake system of all contaminated brake fluid. Clean the brake fluid reservoir of any contaminants. Replace brake fluid with new brake fluid from a sealed container.

**Significance:**

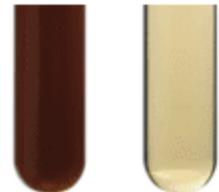
Brake fluid can become contaminated in as little as two years. This is due to the fact that brake fluid, by design absorbs the moisture that makes its way into the vehicle's hydraulic system. This moisture can greatly affect the efficiency of the brake fluid, which in turn can affect the efficiency of the braking system. Corrosion also becomes a factor and can create problems with your vehicle's anti-lock brake system (ABS) components. Corroded and damaged ABS components can be very expensive to replace.

**Advantage:**

Most vehicle manufacturers recommend replacing your brake fluid every two years or 24,000 miles. Proper brake performance is essential for the safety of you and your family. Replacing your vehicles brake fluid as part of a regular vehicle maintenance schedule and will prolong the life of brake system components and ensure that your brake system works the way that it was designed to operate.



*Dirty brake fluid*



*Contaminated (left) and clean (right) brake fluid*

 **Recommended Services**

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Cost	Declined	Approved
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Original Customer Requests		Cost	Declined	Approved	
A. CUSTOMER STATES: BRAKE SYSTEM-WARNING CAME ON - BUT IT IS OF NOW		\$150.00		X	
B. PERFORM MULTIPOINT VEHICLE INSPECTION		\$0.00		X	
C. COURTESY EXTERIOR WASH AND VACUUM PASSENGER COMPARTMENT-\$10.95 VALUE-NO CHARGE		\$0.00		X	
D. COURTESY RENTAL CAR-AVERAGE \$49.95 VALUE-NO CHARGE TO CLIENT WHEN RETURNED UPON NOTIFICATION OF VEHICLE COMPLETION.CLIENT IS RESPONSIBLE FOR FUEL, DAMAGE AND OPTIONAL INSURANCE.		\$0.00		X	
Package Results		Status	Cost	Declined	Approved
Replace fuel filter		Caution	\$230.00		See AI-18
Cooling system flush service		Caution	\$160.00		See AI-19
Replace valve cover gaskets		Fail	\$770.00		See AI-27
Perform brake system flush		Caution	\$140.00		See AI-34
Totals, Taxes and Fees			Cost	Declined	Approved
Estimate Subtotal			\$1,450.00	\$0.00	\$150.00
Shop Fees			\$20.38		\$12.00
Tax 6.50%			\$95.57		\$10.53
<b>Estimate Total</b>			<b>\$1,565.95</b>		<b>\$172.53</b>
For "See AI-" items  see the "Additional Information" section 					