



RECOMMENDED

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.

Jeffery Epstein

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Peter Schelle
Service Consultant

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YOUR VEHICLE

Year 2002	Make Mercedes-Benz	Model S500	Engine Type 5.0L V8 SOHC (MFI)
Odometer 35,242	VIN # WDBNG75J02A217037	License #	Date 7/15/2011



Original Customer Requests

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

- ✓ A. PERFORM MULTIPOINT VEHICLE INSPECTION
- ✓ B. REAR SUSPENSION IS DOWN , CHECK AND ADVISE , (BOTH REAR STRUTS LEAKING)
REPLACE BOTH REAR STRUTS
- ✓ C. 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.
- ✓ D. COURTESY EXTERIOR WASH AND VACUUM PASSENGER COMPARTMENT-\$10.95 VALUE-NO CHARGE



Package Results

MERCEDES-BENZ OF PALM BEACH MULTI-POINT INSPECTION

Cautioned Task	Observation	Recommendation
Check engine oil level/condition/leaks	Found engine oil seep	<ul style="list-style-type: none"> • Replace right valve cover gasket • Replace left valve cover gasket

Passed Task	Observation	Recommendation
Fill windshield washer fluid	Found washer fluid level low : Filled to proper level	
Perform battery performance test per MFG. interval	Battery passes performance test	
Measure left front tire tread depth	5mm or greater : Inspect next visit	
Measure right front tire tread depth	5mm or greater : Inspect next visit	
Measure right rear tire tread depth	5mm or greater : Inspect next visit	
Measure left rear tire tread depth	5mm or greater : Inspect next visit	
Inspect overall tire wear and condition	All tires wearing normally - Inspect next visit	
Inspect front brake lining thickness	5mm or greater	
Inspect rear brake lining thickness	5mm or greater	

Passed Task	Observation	Recommendation
Other brake system observations	All brakes wearing normally - Inspect next service	

Passed Tasks

<ul style="list-style-type: none"> ✓ Inspect taillight, turn signal, and side marker assemblies for cracks/damage ✓ Inspect heat and air conditioning operation ✓ Inspect hazard light(s) operation ✓ Inspect taillight, turn signal, side marker, and license plate lights ✓ Inspect all vehicle wiper blades ✓ Inspect battery terminals/cables with battery performance test ✓ Inspect fuel injection/induction system ✓ Measure left front tire tread depth ✓ Measure left rear tire tread depth ✓ Check/Adjust front tire pressure ✓ Other brake system observations ✓ Inspect exhaust system for leaks, damage, and loose parts ✓ Inspect engine mounts ✓ Check power steering fluid level/condition/leaks ✓ Inspect front differential for leaks ✓ Check automatic transmission condition/leaks 	<ul style="list-style-type: none"> ✓ Inspect fog lamps, driving lamps and headlight (low and bright beam) operation ✓ Inspect dash and interior lights operation ✓ Inspect brake light(s) operation ✓ Fill windshield washer fluid ✓ Inspect all hoses and clamps ✓ Inspect ignition wires ✓ Inspect hoses (engine, power steering, and HVAC) ✓ Measure right front tire tread depth ✓ Inspect overall tire wear and condition ✓ Inspect front brake lining thickness ✓ Inspect steering and sway bar components ✓ Inspect wheel bearings ✓ Inspect transmission mounts and shift linkage ✓ Check engine coolant level/condition/leaks ✓ Inspect transfer case for leaks 	<ul style="list-style-type: none"> ✓ Inspect windshield wiper/washer operation ✓ Inspect instrument panel warning lamps ✓ Inspect back-up light(s) operation ✓ Check horn operation ✓ Perform battery performance test per MFG. interval ✓ Inspect serpentine belt (drive belts) ✓ Inspect hood pad insulation ✓ Measure right rear tire tread depth ✓ Check/Adjust rear tire pressure ✓ Inspect rear brake lining thickness ✓ Inspect suspension components ✓ Inspect Axles, driveshaft(s) U-joints and CV joints/boots ✓ Inspect fuel tank, lines, and connections ✓ Check brake fluid level/condition/leaks ✓ Inspect rear differential for leaks
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Previously Declined Recommendations

We have kept a close watch on your maintenance history and believe that these previously recommended actions should still be performed:

Recommendation	Declined	Approved
Replace left and right side valve cover gaskets		



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.

Valve cover gasket replacement

AI-210

Operation Description:

Remove valve cover bolts and valve cover. Clean out excess oil. Clean all mating surfaces. Replace valve cover gasket and inspect interior O rings. Inspect all surfaces for cracks and deterioration.



Removing a valve cover to replace gasket

Significance:

Over time, the gasket that seals the valve cover to the head assembly wears and eventually fails. Typically this allows oil to leak from the valve cover, but sometimes the leak occurs in the spark plug wells. If the dipstick is reading low and there's no sign of oil smoke, you may have an oil leak. One common place for oil leaks is from where the valve cover meets the cylinder head.



New valve cover gasket

Advantage:

Intake and exhaust valves open and close rapidly while the engine is running. This extreme mechanical activity requires oil for lubrication. All this happens under the valve cover. The valve cover gasket seals the oil between the engine and the valve cover. After time and many miles, the valve cover gasket can dry out and crack. When this happens, all the oil flying around inside the valve cover will escape, leaving you with an ugly oil leak.



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Declined	Approved
A. PERFORM MULTIPOINT VEHICLE INSPECTION		\$0.00		X
B. REAR SUSPENSION IS DOWN , CHECK AND ADVISE ,		\$0.00		X
REPLACE BOTH REAR STRUTS (BOTH REAR STRUTS LEAKING)		\$10,009.0	X	

Original Customer Requests	Status	Cost	Declined	Approved
C. 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
D. COURTESY EXTERIOR WASH AND VACUUM PASSENGER COMPARTMENT-\$10.95 VALUE-NO CHARGE		\$0.00		X
Subtotal		\$10,009.0	\$10,009.00	
Inspection Recommendations	Status	Cost	Declined	Approved
Replace right valve cover gasket (Found engine oil seep)	Caution	\$0.00	X	See AI-210
Replace left valve cover gasket (Found engine oil seep)	Caution	\$0.00	X	See AI-210
Subtotal		\$0.00		
Previously Declined Recommendations	Status	Cost	Declined	Approved
Replace left and right side valve cover gaskets	Caution	\$843.00		See AI-210
Subtotal		\$0.00		
Totals, Taxes and Fees		Cost	Declined	Approved
Estimate Subtotal		\$10,852.0	\$10,009.00	\$0.00
Shop Fees		\$20.38		\$0.00
Tax 6.00%		\$652.34		\$0.00
Estimate Total		\$11,524.7		\$0.00
For "See AI-" items see the "Additional Info				