

CUSTOMER #:

430601



KELOWNA MERCEDES-BENZ

2580 ENTERPRISE WAY · KELOWNA, B.C. V1X 7X5

Phone: (250) 712-0505 * Fax: (250) 712-0606

Toll Free: (800) 922-3405

www.kelownaautogallery.com

BUS: CELL: SERVICE ADVISOR: 58 JAMES HARRIS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details like White, 11, MERCEDES-BENZ ML350, 4JGBB2FB6BA733816, 173091/173093, TX7128.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

Main service list table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains items like 540650 ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN, 541011 PERFORM QUICK TEST, 070640 CHECK ENGINE (AFTER QUICK TEST), etc.

WE USE THE FLAT RATE HOUR SYSTEM PUBLISHED IN AN INDUSTRY ACCEPTED GUIDE LISTING REPRESENTATIVE TIME REQUIREMENTS FOR SPECIFIC VEHICLE REPAIRS/SERVICES. WHICH MAY BE MORE OR LESS THAN THE ACTUAL CLOCK TIME.

KELOWNA MERCEDES-BENZ
A SERVICE CHARGE OF 18% PER ANNUM (1.5% PER MONTH) CHARGE ON PAST DUE ACCOUNTS WHEN RESULTING FROM DEFECTIVE PARTS OR WORKMANSHIP AND SUBJECT TO MERCEDES-BENZ WARRANTY POLICY OUR WORK AND ALL GENUINE MERCEDES-BENZ PARTS ARE WARRANTED FOR 12 MONTHS OR 20,000 KILOMETERS, WHICHEVER OCCURS FIRST.

"You agree by your signature below that Kelowna Mercedes-Benz may retain any of your personal information we presently have on file and/or any of your personal information on this form. You acknowledge and agree that (i) we collect/use such personal information in order to provide services to you and/or to communicate with you, including marketing communications and (ii) in order to carry out the foregoing purposes we may share your personal information with (a) our computing and marketing service providers, such as ADP Canada Co. (b) motor vehicle manufacturers with whom we have a franchise agreement and (c) others as may be specifically allowed by applicable law."
I HEREBY ACKNOWLEDGE AND AGREE THAT THE TOTAL AMOUNT OWING FOR REPAIRS, PARTS & ACCESSORIES DESCRIBED IN THIS WORK ORDER LABOUR CHARGES ARE \$ PER FLAT RATE HOUR.

Table with columns: DESCRIPTION, TOTALS. Includes rows for 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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Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Values: White, 11, MERCEDES-BENZ ML350, 4JGBB2FB6BA733816, 173091/173093, TX7128

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Values: 17JUN11 IS, 27APR11, 17:00, 01OCT24, 0.00, CASH, 03OCT24

R.O. OPENED 01OCT24 READY 03OCT24 OPTIONS: STK:X9307A DLR:317-9 ENG:642.940 TRN:Automatic 1)MODEL 164.125/IND:Z6

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists various parts like HEXALOBULAR HEAD SCREW, SEALING RING, CAP SCREW, etc.

FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 04901M017

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

COMPANY NAME ELW COMPANY PHONE COMPANY POLICY NUMBER POLICY TERM EFFECTIVE DATE 03 NOV 2015 DEDUCTIBLE 0.00 MILEAGE LIMIT BEGIN MILES 45948 END MILES COMPONENTS

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O U T INDEBTNESS IS HEREBY ACKNOWLEDGE IN THE SUM OF \$ BEING THE TOTAL AMOUNT OR BALANCE OWING FOR REPAIRS, PARTS & ACCESSORIES DESCRIBED IN THIS WORK ORDER. LABOUR CHARGES ARE \$ PER FLAT RATE HOUR.

Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY

CUSTOMER #:

[REDACTED]

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[REDACTED]

[REDACTED]



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BUS: [REDACTED] **CELL:** [REDACTED] **SERVICE ADVISOR:** 58 JAMES HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
White	11	MERCEDES-BENZ ML350	4JGBB2FB6BA733816		173091/173093	TX7128

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JUN11	IS27APR11		17:00 01OCT24		0.00	CASH	03OCT24

R.O. OPENED	READY	OPTIONS: STK:X9307A DLR:317-9 ENG:642.940					
01OCT24	03OCT24	TRN:Automatic 1)MODEL 164.125/IND:Z6					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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"In our commitment to provide excellence in Customer Service, you may receive a Service Satisfaction Survey. Your response is extremely important to us. Please rate us on your Experience on how our staff responded to and handled your concern. Vehicle specific notes can be placed in comment field at end".



KELO
MERCEDES

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I INDEBTNESS IS HEREBY ACKNOWLEDGE
T IN THE SUM OF \$ _____
BEING THE TOTAL AMOUNT OR BALANCE OWING FOR REPAIRS, PARTS & ACCESSORIES DESCRIBED IN THIS WORK ORDER
LABOUR CHARGES ARE \$ _____ PER FLAT RATE HOUR.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00