



**Instructions for this Report**

After completion, Technician, Service Manager and Pre-Owned Manager (where applicable) must sign the last page. Make one copy of every page. Retain one for the Sales file and one for the Service file. This document serves as the basis for warranty audits and should be maintained in the service file along with all RO's supporting inspection process and any repair work performed.

**Additional Inspection Requirements (AIR)**

Has the vehicle exceeded a service interval by 10,000 km/1 year (gasoline) or 5,000 km/1 year (diesel), or is the State of Health of the high voltage battery below Factory Requirements (plug in hybrid/EV)? Are maintenance records incomplete, or maintenance not performed at an authorized dealer?

If yes, please follow and supply the below information:

- 1) Open a TIPS case and attach in PDF format:
    - All maintenance history from CDK/Intranet
    - Customer receipts
    - Maintenance book stamps
    - Oil change log from Service Memory (internal combustion)
    - Printout confirmation of the current mileage display from the EIS via the Star Diagnosis
    - Provide a printout of the ICM status in actual values (identifier does not correspond to vehicle)
    - Any initial observations on vehicle condition
  - 2) Was the instrument cluster light on indicating maintenance overdue?  
If so, by how much time / km?
- Following Steps for Internal Combustion Engines
- 3) Inspect oil by removing cap – visually and physically inspect for sludge.  
Attach clear images to the TIPS case, regardless of findings.
  - 4) Remove oil filter and inspect for sludge and debris. Remove and open the paper filter element and inspect inside the creases.  
Attach clear images to the TIPS case regardless of findings.
  - 5) Perform one or all of the following *only* if requested by TAS
    - a) Submit a used oil sample
    - b) Remove the easiest to access cylinder head cover

**Important Information on Tires:**

1. Do the tires installed meet OEM specifications for size, load and speed rating?
2. Are the tires manufactured by a quality manufacturer of Mercedes-Benz MO/MOE tires (Pirelli, Michelin, Continental, Goodyear, Dunlop, Bridgestone or Yokohama)?

If the answer is **“no”** to either or both of these questions, tires **must** be replaced with MO/MOE tires during the reconditioning process.

**STAR CERTIFIED / ELW STOPPERS !**

A **vehicle will NOT PASS** the Technical Inspection and Certification Report if any of the following criteria are met:



- **ELW: Over 140,000km / over 7 model years old from calendar year on Pre-Owned, over 80,000km / 4 years for retail customer**
- **SCW: over 100,000km / Over 5 years old from first registration date**
- **Incomplete / Unknown Maintenance Record, vehicle not maintained at an authorized dealer – perform Additional Inspection Requirements (AIR)**
- **V.I.I. or EVA warranty Status Discrepancy**
- **Frame Damage. Have structural Parts in the front, rear, or underside of the vehicle been crushed or compromised? Is there any visible damage?**
- **TKU (True Kilometres Unknown)**

**Select warranty:** (place checkmark in respective box)

- Pre-Owned Car Inspection for Star Certified Warranty or ELW  
  ELW Sale to Customer  Hybrid or EV High Voltage Battery

Dealer Name <b>Mercedes-Benz Boundary</b>		Dealer Code <b>9825</b>	Year & Model <b>2021 GLA250</b>	Present KM <b>15909</b>
Vehicle Stock Number <b>2T1516A</b>	Inspection Start Date <b>04/11/2022</b>	Vehicle Identification No. (V.I.N.) <b>W1N4N4HBXMJ193265</b>		Last Maintenance (KM) <b>0</b>

# MECHANICAL STANDARDS

Please circle the codes as appropriate below:

- Ok** = Pass
- R** = Repaired or replaced
- S** = \* Serviced per the following. 1. Service is MANDATORY within 3,500 KM or 4 months of scheduled maintenance.
- C** = Checked
- NA** = Not Applicable

## General

1	■ ▲	Ok✓				Check paint for accident damage
2	■ ▲	Ok✓				Frame Damage Verification
3	■ ▲	Ok✓				KM/History Verification
4	■ ▲	Ok✓	R			All Recall and/or other Campaigns Performed
5	■	Ok✓	R			Current Service & Warranty Booklet
6	■	Ok✓	R			Current Operator's Manual
7	■	Ok	R	NA✓		French Customer Documentation
8	■	Ok✓	R			All Spare Keys (incl. Wheel Locks If installed) and key tracks locked for any keys that are not present
9	■ ▲	Ok✓	R			Roadside Assistance Program Label & Rescue Assist QR Code Decals affixed
10	■ ▲	Ok✓	R			Check & clear all stored DTC's using Star Diagnosis
11	■	Ok✓	R			Glass, Lamp Frames and Lenses
12	■ ▲	Ok✓	R			Body Structure Inspection

## Fluid Levels and Filters

13	■ ▲	Ok✓	R	S		Engine Oil
14	■ ▲	Ok✓	R	S		Transmission Oil (Auto., Manual)
15	■ ▲	Ok✓	R	S		Rear Axle Oil
16	■ ▲	Ok✓	R	NA		Transfer Case and Front Axle Oils
17	■ ▲	Ok✓	R	S		Engine Compartment/Antifreeze Protection
18	■ ▲	Ok	R	S	NA✓	Power Steering Fluid
19	■ ▲	Ok✓	R	S		Brake Fluid & Clutch Fluid
20	■ ▲	Ok✓	R	S		Windshield Washer Fluid(s)
21	■ ▲	Ok	R	NA✓		Level Control Oil, ABC
22	■ ▲	Ok	R	S	NA✓	AdBlue Fluid level & leak check
23	■	Ok	R	NA✓		Vacuum Pump; Leak Evidence of Oil in Vacuum Line (Diesel & M271)
24	■ ▲	Ok✓	R	S		Air Cleaner/Filter
25	■ ▲	Ok✓	R			V-Belts and Poly-V-Belt
26	■	Ok✓	R	S	NA	Heating & Ventilation Dust Filter
27	■	Ok✓	R	S	NA	Re-circulating Air Filter/Pre-Filter

## Battery

28	■	Ok✓	R		NA	Check battery charge using Midtronics Battery Tester (12.5V [all models])
29	■ ⚡	Ok	R		NA✓	High Voltage Battery State of charge maintained greater than 50% and charged to more than 90% at time of delivery
30	■ ⚡	Ok	R		NA✓	Verify High Voltage Battery State of Health
31	■ ▲ ⚡		R		NA✓	Ensure A/C charging of high voltage battery is functional
32	■ ▲ ⚡	Ok	R		NA✓	Ensure D/C charging of high voltage battery is functional

## Ignition/Fuel & Exhaust Systems

33	■	Ok✓	R			All Emission Control Systems in Place & Functional. Read out DTC's - repair as necessary
34	■ ▲	Ok✓	R			Exhaust System/Connections/supports
35	■	Ok✓	R	S	NA	Spark Plugs (Gas)
36	■	Ok✓	R	C	NA	Ignition System; Including Routing of Ignition Wires (Gas)
37	■	Ok	R		NA✓	Pre-Glow System Function - (Diesel)
38	■	Ok	R		NA✓	Exhaust Back Pressure (If Performance Indicates Need - Diesel)
39	■	Ok	R	S	NA✓	Active Charcoal Filter/Pre-Filter (if equipped)

## Interior Inspection and Functionality

40	■ ▲	Ok✓	R			KM Check; Indicators in Instrument Cluster
41	■ ▲	Ok✓	R			Dash Instruments, Clock, Illumination & Dimmer Control
42	■ ▲	Ok✓	R			Exterior Rear View Mirrors
43	■ ▲	Ok✓	R		NA	Exterior Mirror Fold Back & Parking (tilt down) Functions
44	■ ▲	Ok✓	R		NA	Interior Rear View Mirror
45	■ ▲	Ok✓	R		NA	Automatic Dimming Rear View Mirror Function
46	■ ▲	Ok✓	R			Radio and Stereo Speaker Function
47	■ ▲	Ok	R		NA✓	Rear Entertainment System Function
48	■ ▲	Ok	R		NA✓	Night Vision System Function
49	■	Ok✓	R		NA	CD Changer/Player
50	■ ▲	Ok✓	R		NA	Bluetooth Function
51	■ ▲	Ok	R		NA✓	Linguatronic Function
52	■	Ok✓	R		NA	12V Power Socket(s) Function
53	■ ▲	Ok✓	R			Rocker Switches; Function, Tactile Feel and LED/Illum.
54	■ ▲	Ok✓	R		NA	Steering Column Adjustment and Memory
55	■ ▲	Ok✓	R		NA	Seat Adjustments and Memory
56	■ ▲	Ok✓	R		NA	Heated / Ventilated / Massaging / Orthopedic Seats Function
57	■ ▲	Ok✓	R		NA	Front Seat Belt Extenders; Coupe and Cabriolet
58	■ ▲	Ok✓	R		NA	Backrest Latch/Release (w/rear folding backrest)
59	■ ▲	Ok✓	R		NA	Backrest Latch/Release Chime/Warning Lamp
60	■ ▲	Ok✓	R			Rear Window Defroster (Check Operation)
61	■ ▲	Ok✓	R		NA	Rear Headrest Retraction (up & down)
62	■ ▲	Ok	R		NA✓	Rear Window Sunshade
63	■ ▲	Ok✓	R			Horn (Including Fanfare)
64	■ ▲	Ok✓	R			Headlamp Low/High Beam and all Exterior Lights/Daytime Running Lights incl. Adaptive Function
65	■ ▲	Ok	R		NA✓	Cornering Headlamps Swivel Function (where applicable)

66	■ ▲	Ok ✓	R		Interior and Entry Lighting
67	■ ▲	Ok ✓	R		Windshield Wiper/Washer System/ Rear Window Wiper/Washer; Incl. Wiper Inserts, Headlamp Cleaning System
68	■ ▲	Ok ✓	R		Power Window Operation from All Points (Incl. Lock-out)
69	■ ▲	Ok	R	NA	One Touch & Convenience Opening & Closing
70	■	Ok ✓	R		Interior Trim; Inspect Dash, Door Panels, Seat Covers, Wood, etc.
71	■ ▲	Ok ✓	R		Seat Belts – Condition/Operation
72		Ok ✓	R		Child Seat LATCH and Anchor Mechanisms (including covers)
73	■ ▲	Ok	R	NA	Front Seat Center Armrest (and Hinge)
74	■ ▲	Ok ✓	R		Front Sun Visor/Vanity Mirror Operation/Illumination
75	■ ▲	Ok	R	NA ✓	Rear Vanity Mirror Operation/Illumination (if equipped)
76	■ ▲	Ok ✓	R	NA	Door/Trunk Lid/Tail Gate Closing Assist
77	■ ▲	Ok ✓	R	NA	Remote Trunk Release
78	■ ▲	Ok ✓	R	NA	Power Trunk/Tailgate Opening, Closing & Pinch Protection Operation
79	■	Ok	R	NA ✓	Rear Facing Third Seat (Station Wagon)
80	■ ▲	Ok ✓	R		Door/Trunk/Tailgate Seals; Inspect Drains
81	■ ▲	Ok ✓	R		Sliding Roof Function, Drains and Headliner
82	■			NA ✓	Inspect Glass Roof for Scratches Corrective Action
83	■ ▲	Ok ✓	R		Central Locking System Function Test (Interior/Exterior)
84	■ ▲	Ok ✓	R		Mechanical Locking with All Keys at All Points
85	■ ▲	Ok ✓	R	NA	RF, IR Locking with All Keys at All Points, Keyless-Go
86	■ ▲	Ok ✓	R	NA	Alarm System Function

## Undercarriage/Suspension

Note – Lower Engine Encapsulation Cover or Noise Encapsulation Cover to be Removed for Inspection; Must be Installed Prior to the Road Test

87	■ ▲	Ok ✓	R		Drive shaft Flex Discs, Couplings & Center Support Bearing(s)
88	■ ▲	Ok ✓	R		Parking Brake and Cables
89	■ ▲	Ok ✓	R		Brake Lines
90	■	Ok ✓	R		Tire Wear (Incl. Spare); Min. Gov't Safety Regulation or Tread Depth=2mm Above TWI
91	■ ▲	Ok ✓	R		Inspect Wheels/Tires; Correct Tire Pressures
92	■	Ok ✓	R		Tires Meet OEM Approved Standards (see page 1)
93	■ ▲	Ok ✓	R		Wheel Bolt Torque
94	■	Ok ✓	R		Brake Rotors/Pads (Minimum of 50% Pad Material)
95	■ ▲	Ok ✓	R		Shock Absorber/Damper Struts
96	■ ▲	Ok ✓	R		Suspension Inspection
97	■ ▲	Ok	R	NA ✓	Self-Leveling Suspension (ABC, AIRMATIC, etc.)
98	■ ▲	Ok ✓	R		Front/Rear Axle Rubber Mounts/Bushings
99	■ ▲	Ok ✓	R		Steering Play
100	■ ▲	Ok	R	NA ✓	Tighten Steering Gear Bolts (463 chassis)
101	■ ▲	Ok ✓	R		Front Axle Ball Joints
102	■ ▲	Ok	R	NA ✓	Steering Shock (463 chassis)
103	■ ▲	Ok	R	NA ✓	Trailer Hitch – Check Integrity & Electrical Connector

## Convertible Top If Applicable

104	■ ▲	Ok	R		NA ✓	Roll Bar, Condition & Operation
105	■ ▲	Ok	R		NA ✓	Soft Top/ Hard Top & Seals; Condition /Operation
106	■ ▲	Ok	R		NA ✓	Check Fluid Level & Hydraulic Connections on applicable models
107	■ ▲	Ok	R		NA ✓	Inspect Locking Tab & Linkages on appl. Models
108	■	Ok	R		NA ✓	Inspect Windscreen for Proper Fit (convertible models)

## Road Test

109	■ ▲	Ok ✓	R			Instruments (Speedometer / Odometer / Trip Meter, etc.)
110	■ ▲	Ok ✓	R		NA	Navigation System Function (Start Route Guidance)
111	■ ▲	Ok ✓	R			Steering/ Vehicle Handling/ Centered Steering Wheel
112	■ ▲	Ok ✓	R			Braking System Performance, Parking Brake Operation
113	■ ▲	Ok ✓	R			Automatic Climate Control: Cooling Performance/ Function/ Regulation/ Display
114	■ ▲	Ok	R		NA ✓	Rear Automatic Climate Control Function / Regulation / Display
115	■ ▲	Ok ✓	R			Cruise Control – Function (Set, Accel, Decel, Resume & Off)
116	■ ▲	Ok	R		NA ✓	Distrionic / Distrionic Plus Function
117	■ ▲	Ok ✓	R		NA	Blind Spot Assist Function
118	■ ▲	Ok ✓	R		NA	Lane Keeping Assist Function
119	■ ▲	Ok ✓	R			Engine Performance
120	■ ▲	Ok	R		NA ✓	Function of Dynamic Driving Seats (while driving)
121	■ ▲	Ok ✓	R		NA	Function of Parktronic/Park Assist
122	■ ▲	Ok ✓	R		NA	360/Rear View Camera Function
123	■ ▲	Ok ✓	R			Vibration & Noise (Drivetrain/Wheels)
124	■ ▲	Ok ✓	R			Transmission Shifting – (Upshift/ Downshift Quality & Kickdown)
125	■ ▲	Ok ✓	R		NA	Shift Paddle Operation
126	■ ▲	Ok	R			Shift Lock Operation
127	■ ▲	Ok ✓	R			Wind Noise

## Post-Road Inspection

128	■ ▲	Ok ✓	R			Fluid Leaks – Visual Inspection
129	■ ▲	Ok ✓	R	C	NA	Automatic Climate Control – Residual Heating (REST Function)
130	■ ▲	Ok ✓	R			All Fluid Levels (Under hood)
131	■ ▲	Ok ✓		S		Wash, then Clean

### Additional Inspection Requirements (AIR)

Only perform if the vehicle exceeded a service interval by 10,000km/1 year (gasoline) or 5,000km/1 year (diesel), maintenance records incomplete or maintenance not performed at an authorized dealer.

AIR1*	■ ▲	Ok			Inspect oil cap for sludge and report findings
AIR2*	■ ▲	Ok			Remove oil filter and inspect for sludge, including folds / creases of filter paper
AIR 3	■ ▲	Ok			Is the Instrument Cluster light on, indicating maintenance overdue? Y or N Time_____ KM_____
AIR4	■ ▲	OK			Print ASSYST log for oil change data & submit with TIPS case
AIR5	■ ▲	Ok			Check EIS via Star Diagnosis to confirm current mileage display. Print & submit with TIPS case
AIR6	■ ▲	Ok			Inspect ICM for status in actual values (identifier does not correspond to vehicle). Print & submit with TIPS case
AIR7	■ ▲	Ok			Create TIPS case #_____

Perform steps AIR8-AIR9 only if instructed by TAS					
AIR8	■ ▲	OK			Submit sample of used oil if requested
AIR9*	■ ▲	OK			Remove the cover of the cylinder head which is easier to access only if sludge is found in AIR1 and AIR2
Pass	■ ▲	OK ✓			Obtain authorization #_____

\*Photographs required

## APPEARANCE STANDARDS

### Trunk

132	■	Ok	R		Mat
133	■	Ok	R		Paint (trunk edges)
134	■	Ok	R	NA	Spare Tire Condition
135	■	Ok		NA	Wheel Bolts for Spare Tire
136	■ ▲	Ok	R		Jack Condition, On-Board Tool Kit & Tire Fit Kit (if equipped - check expiry date)
137	■	Ok	R		Moisture & Odor
138	■	Ok	R	S	Vacuum & Shampoo
139	■	Ok	R		First Aid Kit

### Interior

140	■	Ok	R	S	Floor Mats
141	■	Ok	R	S	Carpet
142	■	Ok	R	S	Upholstery
143	■	Ok	R	S	Headliner, Door Panels
144	■	Ok	R	S	Buttons Knobs & Vents, Instrument Panel
145	■	Ok	R	S	Glass & Mirrors
146	■	Ok	R	S	Wood & Chrome Trim
147	■	Ok	R	S	Vacuum & Shampoo
148	■	Ok	R		Screws
149	■	Ok	R		Ashtrays
150	■ ▲	Ok	R	S	De-grease Door Jamb, Hinges
151	■	Ok	R		Moisture & Odor

### Exterior

152	■	Ok	R		Dents & Scratches
153	■	Ok	R		Examine Paint
154	■	Ok	R	S	Examine & Clean Chrome
155	■	Ok	R		Glass & Mirror Housing
156	■	Ok	R		Grille
157	■	Ok	R		Lamp Lenses
158	■	Ok	R		Badges
159	■	Ok	R		Trim & Moldings
160	■	Ok	R		Wipers
161	■	Ok	R		Bumpers
162	■	Ok	R		Door Edges, Frames
163	■	Ok	R	S	Wash & Wax

### Wheels

164	■	Ok	R		Scuffs & Scratches
165	■	Ok	R		Cuts & Gouges
166	■	Ok	R	S	Wash & Polish

### Notes

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<b>Technician</b> Lawrence Yau	Date 04/11/2022	<b>Service Manager</b>	Date
<b>Pre-Owned Manager</b>	Date	<b>KM at Delivery</b>	Date