



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐Reference No.
10196059**OWNER INFORMATION (Type or Print)**

Name

Address

City ROCKY MOUNTAIN

State NC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 2/16/08

VEHICLE INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WBAAM333XXMake
BMWModel
3 SERIESModel Year
1999Date Purchased
01-JUL-99Dealer's Name and Telephone Number
Performance (919) 942-3191Engine:
No: Cylinders 6Fuel Type:
GasOriginal Owner
☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

MANUAL
Automatic☒ Cruise Control

UNKNOWN

~140000 AIR BAGS

Multiple Failure: 4 5

FAILED COMPONENT(S)/PART(S) INFORMATIONIncident Date(s)
01-OCT-2000
8-2-1998
12-20-03Failure Mileage
3916, 48,805,
2000
40,186,64,026Failure Speed
45
VariedSee attached details (Repair in voice + Recall
Campaign letter, + Diagnosis Reports)**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

60, 915

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 1999 BMW 3 SERIES. WHILE DRIVING 40 MPH, THE AIR BAG WARNING LIGHT ILLUMINATED. THE DEALER STATED THAT A FAULTY SEAT BELT CLIP CAUSED THE FAILURE AND THEY MADE THE REPLACEMENT. APPROXIMATELY ONE YEAR LATER, THE AIR BAG WARNING LIGHT ILLUMINATED AGAIN. THE DEALER REPLACED THE SEAT BELT CLIP ONCE MORE. ONE YEAR LATER, THE FAILURE RECURRED. THE DEALER STATED THAT THE WIRING HARNESS WAS DEFECTIVE. THE DEALER REPLACED THE CABLE CONNECTOR AND STRAP, A SHRINK TUBE, AND THE LOWER BELT. FOUR MONTHS LATER, THE AIR BAG WARNING ILLUMINATED FOR THE FOURTH TIME. THE DEALER STATED THAT THE DRIVER SIDE DOOR AIR BAG HAD FAILED. THEY RECOMMENDED THAT THE DRIVER SIDE DOOR AIR BAG WIRING HARNESS BE REPLACED. THE REPLACEMENT HAS NOT BEEN MADE. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE IS 100,000 AND FAILURE MILEAGE WAS 2,000. 3916.

See attached paperwork for complete details - Over the years I have worked with 3 BMW Dealerships, 1 independent garage & BMW American Corporate. BMW advised they would not repair again.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

2-13-2004 (See attached repair orders)
11-2004
2-17-06

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached detailed paperwork.

Problem: Air Bag Warning Lite (side air bag system)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

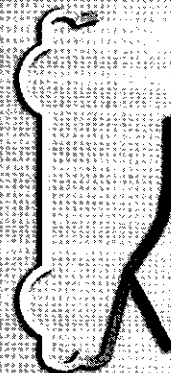
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



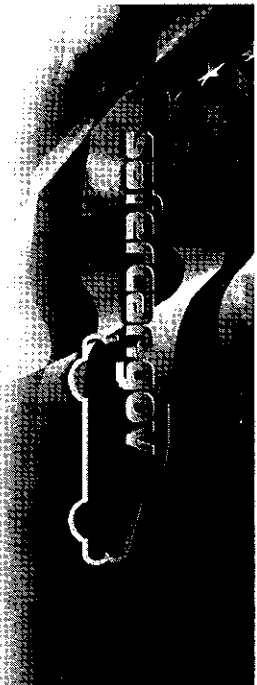
**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



2/28/08

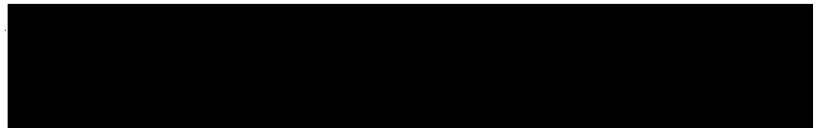
Thank you for your assistance.

I would have contacted you sooner however I just learned about this service last year just prior to contacting your office -

I do appreciate any assistance -

I trust you will follow up with me -

Respectfully,

A solid black rectangular box used to redact the signature of the sender.

July 12, 2007

*This is a copy of the report
I prepared for the Service Manager
at Performance Dealership
in Chapel Hill, N. C.*

Problem History with Air Bag Warning Lite

Car Owner: [REDACTED]

[REDACTED]
Battleboro, North Carolina [REDACTED]

Vehicle Information: White, 1999 BMW 323I

Serial Number: WBAAM333XX [REDACTED]

Purchased at: Performance, Durham-Chapel Hill, N. C.

Purchase Date: New Car Purchase

Ordered January 1999 - Received April 1999

Note: 4th BMW purchased from Performance - First BMW purchased in the '70's

- 1) July 7, 1999 - Performance Dealership Chapel Hill, N.C - Milage 3916
Repair: Reprogram MRS Control Unit; Recode E46 MRS Module
- 2) August 23, 2002 - Schaeffer Buick-BMW Dealership Wilmington, N.C. Milage 48,605
Problem: Air Bag Warning Lite On - Repair: Reset Lite
- 3) August 30, 2002 - Checkered Flag Dealership, Virginia Beach, Va. Milage: 48,936
Problem: requested Air Bag Warning Lite to be checked out - Diagnostic Test found Bad Belt/Tensioner Repair: Replaced Tensioner ASSY

On or around December 20, 2002 the Air Bag Warning Lite came back on. I phoned Checkered Flag and was advised by the service department they could not get to the repair until after the 1st of the year (2003) due to the holiday season. I needed the car repaired prior to December 25, 2003.

- 4) December 23, 2003 - Atlantic AutoWerks, Ltd. Virginia Beach, Va. Milage: 60,786
Problem: Air Bag Warning Lite On - Diagnostic check found Firing Circuit Belt Tensioner
Repair: cleared the Fault and Air Bag Light did not come back on
- 5) February 13, 2004 - Atlantic AutoWerks, Ltd. Virginia Beach, Va. Milage: 64,026
Problem: Air Bag Warning Lite On - Diagnostic check found Firing Circuit Belt Tensioner
Repair: cleared the Fault and Air Bag Light did not come back on

On or around November 2004 the Air Bag Warning Lite came on again. I knew I would be relocating back to North Carolina and decided to wait until I relocated back to N.C. to have the lite checked out by Performance in Chapel Hill, N. C.

- 6) October 20, 2005 - Performance Dealership, Chapel Hill, N. C. - Milage: 82,792
Problem: Air Bag Warning Lite On Diagnostic check found Defective Wiring Harness - Repair: "Wiring and Replace Tensioner Per Bull"
- 7) February 17, 2006 - Performance Dealership, Chapel Hill, N. C. - Milage: 86,915
Problem: Air Bag Warning Lite On Diagnostic check was completed and I was advised "Fault occurred and would recommend Driver's Door Wiring Harness replacement to repair Fault"
Repair work was not completed.

35145

168164



INVOICE

P.O. BOX 2287 · 1810 DURHAM-CHAPEL HILL BLVD.

PHONES:

CHAPEL HILL 942-3191

DURHAM 493-2431

RALEIGH 833-0786

CHAPEL HILL, NC 27515-2287

DUPLICATE 1

PAGE 1

RALEIGH NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 298 MEL BAKER

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	1999	BMW 323I		WBAAM333XX		3916/3916		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
27MAR1999	01FEB99		WAIT 07JUL99			CASH	07JUL1999	
R.O. OPENED		READY	OPTIONS: STK:B9300 DLR:11831 ENG:2.5 Liter Gas					

11:42 07JUL99 11:42 07JUL99

LINE OPCODE TECH TYPE HOURS

A RECALL UPDATE #720499(REPROGRAM MRS CONTROL UNIT)

CAUSE: WKPKG#1

0052603 RECODE E46 MRS MODULE

882 WB

CWASHC WASH/INT VACUUM

701 IBC

FC: 0065310100

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

LIST NET TOTAL

(N/C)

(N/C)

3916 RECALL RECODED THE MRS MODULE.

B RECALL UPDATE #350199(BRAKE CLIP CHECK AND OR REPLACE).

CAUSE: WKPKG#1

0052583 CHECK RETAINING CLIP, NO PROBLEM FOUND

882 WB

FC: 0035090100

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

3916 RECALL REMOVED THE LOWER PANEL. CHECKED THE BRAKE CLIP THE BRAKE CLIP CHECKS OUT OK.

SERVICE DEPT HOURS

MON-THUR 7:00 AM - 9:00 PM

FRIDAY 7:00 AM - 6:00 PM SAT 8:00AM - 5:00PM

WE AT PERFORMANCE APPRECIATE YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY

SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE

CONTACT STEVE KRAMER SERVICE DIRECTOR.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PERFORMANCE CHEVROLET BMW SUBARU ACURA PORSCHE · P.O. BOX 2287 · 1810 DURHAM-CHAPEL HILL BLVD. · CHAPEL HILL, N.C. 27515-2287

CUSTOMER COPY

Performance

of Chapel Hill & Durham

Acura•BMW•Chevrolet•Porsche•Subaru



29 JUN 1999

[REDACTED]
[REDACTED]
Raleigh, Nc [REDACTED]

12:30
[Signature]

Dear [REDACTED]

Thank you for your recent visit to our BMW Service Department. We hope you were completely satisfied with our staff and the services provided. If you have any questions, comments or experienced any problems during your last visit, please contact Lisa Gilson at 969-2323 or Steve Kramer at 969-2260.

Not only do we here at Performance BMW choose to follow up with our customers, but you will also be receiving a phone call from the BMW manufacturer asking about the service you received here at Performance. If you could answer their questions, we would really appreciate it. This information helps us to improve the quality of service and better exceed your expectations in the future.

Thank you for choosing Performance BMW Service Team for your automotive needs.

Sincerely,

[Signature: Steve Kramer]
Steve Kramer
Service Director



June 1999

Recall Campaign No. 99V-063

A handwritten signature in dark ink, appearing to read 'John Doe' or similar, with a long, sweeping horizontal stroke at the bottom.

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has determined that a defect which relates to motor vehicle safety exists in certain 1999 Model Year BMW 323i and 328i 4-door automobiles. Our records indicate that you are the owner of a potentially affected vehicle.

Description of Defect

The defect involves the side airbag system of your car. The system is unduly sensitive to certain non-crash impacts, such as experienced when contacting large potholes or curbs at substantial speed. This could cause the side airbags and Head Protection Systems of the vehicle to deploy without an actual side crash or impact severe enough to cause significant visible damage to the vehicle.

Unexpected deployment of the side airbags and Head Protection Systems could cause serious or fatal injury if the occupant's head is resting near any side airbag. Also, unexpected deployment could temporarily (or momentarily) distract the driver from controlling the vehicle and, depending on traffic conditions and the driver's reaction, result in a crash and/or personal injury.

In addition, the Battery Safety Terminal (BST) would also activate, disconnecting the starter cable from the battery. In this case, vehicle electrical systems would continue to operate and the engine would continue to run but, after stopping, could not be restarted.

Description of Repair

The remedy will consist of recalibrating the central airbag control module to reduce sensitivity to these non-crash impacts.

This modification will require approximately one hour and will be performed free of charge by your Authorized BMW center. Additional time will probably be required, depending on the BMW center's scheduling and processing.



PRECAUTIONS

- 1. CONTACT YOUR AUTHORIZED BMW CENTER TO HAVE THE NECESSARY MODIFICATION PERFORMED AS SOON AS POSSIBLE.**
2. Until the repair is performed, use caution when applying the brakes. Drive carefully, avoid excessive speed and maintain increased following distances to the traffic in front, especially on slippery roads.
3. If you are not the sole driver of your car, please advise all other drivers of these possible consequences.

OTHER INFORMATION

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed return postage-paid card.

Should you have any questions about this campaign, please contact your Authorized BMW center. We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations at 1-800-831-1117.

If the BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator of the National Highway Traffic Safety Administration, Washington, D.C. 20590, or call the toll-free Auto Safety Hotline at 1-800-424-9393 (Washington, D.C. area residents may call 202-366-0123).

BMW OF NORTH AMERICA, INC.



June 1999

Recall Campaign No. 99V-100

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has determined that a defect which relates to motor vehicle safety exists in certain 1999 Model Year BMW 323i and 328i 4-door automobiles. Our records indicate that you are the owner of a potentially affected vehicle.

DESCRIPTION OF DEFECT

The defect involves the brake system of your car. It is possible that the retaining clip that secures the brake booster pushrod to the brake pedal arm may be incompletely seated. Depending on the manner in which the brake pedal is operated (e.g., if the Antilock Brake System (ABS) is repeatedly activated and the brake pedal pulsates), it is possible for the clip to detach from the pin on the brake pedal arm. Depending on brake pedal operation, the pushrod could disconnect from the arm. If this occurs, braking is not possible.

DESCRIPTION OF INSPECTION/REPAIR

The inspection/repair will consist of inspecting the clip for tight installation and replacing the clip if it is loose.

This modification will require approximately thirty minutes and will be performed free of charge by your Authorized BMW center. Additional time will probably be required, depending on the BMW center's scheduling and processing.



Precautions

1. **CONTACT YOUR AUTHORIZED BMW CENTER TO HAVE THE NECESSARY MODIFICATION PERFORMED AS SOON AS POSSIBLE.**
2. Until the repair is performed, caution should be exercised when encountering rough roads, potholes, curbs, etc. In such conditions, proceed carefully, avoiding excessive speed and severe bumps.
3. All occupants should always be properly restrained (children in appropriate child restraint systems; larger children and adults using safety belts) and sitting upright. Never let an occupant's head rest near any side airbag. Do not lean towards or against a door with a side airbag.
4. Refer to the appropriate safety information in your Owner's Manual (see pages 54-60) and the BMW Safety Tips card. Observe the warnings contained in the airbag warning labels on your car.
5. If you are not the sole driver of your car, please advise all other drivers of these necessary precautions.

Other Information

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed return postage-paid card.

Should you have any questions about this campaign, please contact your Authorized BMW center.

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BMW OF NORTH AMERICA, INC.

Diagnosis Control unit functions

Control modules

x ZKE general module 5
SHD Sliding/tilting sunroof
DME Motor Electronics MS42
Transmission control GS20
x EWS Electronic immobilizer 3
MFL Multi-function steering wheel
ASC stability control MK20
IHKA Heater/automatic A/C control
RAD Radio
KOM Instrument cluster
x MRSZ Multiple Restraint System
LSZ Lights switching center

Functions

Identification
Read fault memory
Clear fault memory
Read test code
Diagnosis requests
Read coding data

Fault summary

08 Side airbag, front left
03 Power supply
05 Belt tensioner, driver's side

*Needs
to be
reset -
no repair
needed*

Messages and results

05 Belt tensioner, driver's side

Resistance too high (read Service Information 610103952)

Currently present

* frequency

Diagnosis Control unit functions

Control modules

x ZKE general module 5
SHD Sliding/tilting sunroof
DME Motor Electronics MS42
Transmission control GS20
x EWS Electronic immobilizer 3
MFL Multi-function steering wheel
ASC stability control MK20
IHKA Heater/automatic A/C control
RAD Radio
KOM Instrument cluster
x MRS2 Multiple Restraint System
LSZ Lights switching center

Functions

Identification
Read fault memory
Clear fault memory
Read test code
Diagnosis requests
Read coding data

Fault summary

08 Side airbag, front left
03 Power supply
05 Belt tensioner, driver's side

*Repair
Cost \$417.⁰⁰*

Messages and results

08 Side airbag, front left
--
--
--
--
Resistance too high
Currently not present

Diagnosis Control unit functions

Control modules

ZKE general module 5
 SHD Sliding/tilting sunroof
 DME Motor Electronics MS42
 Transmission control GS20
 EWS Electronic immobilizer 3
 MFL Multi-function steering wheel
 ASC stability control MK20
 IHKA Heater/automatic A/C control
 RAD Radio
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 x MRS2 Multiple Restraint System
 LSZ Lights switching center

Functions

Identification
 Read fault memory
 Clear fault memory
 Read test code
 Diagnosis requests
 Read coding data

Fault summary

08 Side airbag, front left

Messages and results

08 Side airbag, front left

--
 --
 --
 --

Resistance too high
 Currently not present
 Fault frequency



*Chapel Hill
Oil Service
Reg #80-#90*

SCHAEFFER BUICK-BMW, Inc.

4920 New Centre Drive
WILMINGTON, NORTH CAROLINA 28403
Phone (910) 392-2700
Toll Free 1-800-473-2995



Handwritten notes and signatures:
- *W. J. Gillis*
- *Carlson*
- *15,000 miles*

CUSTOMER NO.	ADVISOR ANTHONY F. VENTRIC	TAG NO.	INVOICE DATE 08/23/02	INVOICE NO. BMCS156363
CHESPEAKE, VA	LABOR RATE	LICENSE NO.	MILEAGE 48,605	COLOR WHITE/SAND
	YEAR / MAKE / MODEL 99/BMW/323/4 DOOR SEDAN	DELIVERY DATE 03/27/99		DELIVERY MILES
	VEHICLE I.D. NO. W B A A M 3 3 3 X X	SELLING DEALER NO. 26338		PRODUCTION DATE 02/01/99
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/23/02	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 11BMZSIR ***AIR BAG DIAGNOSIS** TECH(S):19
CUSTOMER STATES SRS LIGHT IS ON/ADVISE
NEEDS DRIVERS SIDE SEAT BELT BUCKLE. OUT OF STOCK AT THIS
TIME. CUSTOMER CAN HAVE REPAIRED AT HOME TOWN DEALER

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
J# 2 07BMZ01CHECK CHECK FOR CAMPAIGNS TECH(S):19
NO OPEN CAMPAIGNS AT THIS TIME.

JOB# 2 TOTALS

COMMENTS
VACATION CUSTOMER

TOTALS

IF YOU ARE CHOSEN TO PARTICIPATE IN A SURVEY FROM BMW OR
BUICK CONCERNING MY "PERSONAL" PERFORMANCE WITH HANDLING
THIS SERVICE VISIT FOR YOU AND CANNOT GRADE ME WITH THE
HIGHEST SCORE AVAILABLE, PLEASE LET ME KNOW BEFORE YOU
LEAVE THE DEALERSHIP SO I MAY REMEDY ANY CONCERNS.

I LOOK FORWARD TO READING YOUR COMMENTS ON MY NEXT REPORT !

THANK YOU FOR ALLOWING ME TO BE "YOUR" SERVICE ADVISOR !

(* next to part name indicates limited lifetime warranty,
does not apply to repairs made under factory warranty)

TERMS: CASH UNLESS ARRANGEMENTS MADE.

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES, IF ANY APPLYING TO THE PARTS, AND FOR
SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY
OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER
ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT
ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR
SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER
ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES
FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR
ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES
OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT
OR ANY OTHER CAUSE BEYOND OUR CONTROL.

THE REPAIRED VEHICLE WILL BE RELEASED ONLY DURING
REGULAR SERVICE HOURS AND THEN ONLY TO THE REG-
ISTERED OWNER OR PERSON AUTHORIZING REPAIRS.

SHOP MATERIALS

This figure incorporates supplies used in servicing your
vehicle (5% of labor charge - \$10 maximum), which
includes cleaners, special lubes, shop towels, etc. A
full list of these supplies is available for your inspection
at the cashier's desk.

* **5% ENVIRONMENTAL COMPLIANCE CHARGE**
Maintaining and repairing your car inevitably involves the use of chem-
icals and generation of wastes (solvents, oils, caustics, lead, asbestos,
etc.) that must be stored, managed and disposed of in strict compliance
with federal, state and local environmental regulations. We support these
regulations and also believe our customers do too because they help
ensure a safer, healthier environment for everyone. Complying with these
regulations increase the cost of service. Ordinarily, increase costs simply
result in an increased hourly labor charge. This dealership has decided
in lieu of raising its labor rate, to list a compliance charge on appropriate
service bills because we believe our customer would be interested to
know they are helping to pay for a cleaner environment.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00



**THANK
YOU FOR
YOUR
BUSINESS**

CUSTOMER SIGNATURE

305633

146640



CHECKERED FLAG LYNNHAVEN

2865 Virginia Beach Blvd.
Virginia Beach, VA 23452

Phone (757) 490-1111

INVOICE

"Where Winners Buy"

CHESAPEAKE, VA

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 3623 MIKE DAIL

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
WHITE	99	BMW 323I		WBAAM333XX		48936/48936		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
27MAR1999			17:00 30AUG02		0.00	CASH	05SEP2002	

R.O. OPENED READY OPTIONS: DLR:25244 ENG:2.5 Liter Gas
 07:55 29AUG02 17:11 04SEP02 1) *100**5/00* 2) *0*10/00* 3) *60*7/01*
 4) **100*10/01** 5) **100*5/02**

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES AIRBAG LIGHT WAS ON - DEALER IN WILMINGTON RESET -
 LIGHT NOT ON NOW.

CAUSE: DIS TEST FOUND BAD BELT/TENSIONER -REPLACED TENSIONER ASSY
 0000005 Interrogating fault memory in diagnosing
 system

20 FERRELL #3605 LIC#: #

WB

(N/C)

1 52-10-8-253-733 LOWER BELT

(N/C)

7211541 Removing and installing or replacing
 front left or right seat belt lower

20 FERRELL #3605 LIC#: #

WB

(N/C)

FC: 7211071500

PART#: 52108253733

COUNT: 1

CLAIM TYPE:

AUTH CODE:

48936 RAN TEST ON DIS FOUND BAD DRIVERS SIDE SEAT BELT BUCKLE. REPLACE
 DRIVERS SIDE SEAT BELT BUCKLE. CLEARED FAULTS AND ROAD TESTED. *
 CUSTOMER HAD VEHICLE CHECKED AT ANOTHER DEALERSHIP & ATTACHED IS A COPY
 OF THE INVOICE BUT HAS NO DIS TEST COPY - STILL WAITING ON COPY OF DIS
 TEST * B

B **COURTESY LOANER VEHICLE PROVIDED BY DEALERSHIP**

LOANER **COURTESY LOANER VEHICLE PROVIDED BY

DEALERSHIP**

20 FERRELL #3605 LIC#: #

IBPOL

(N/C)

48936 D

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
 INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
 SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
 OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
 UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
 ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
 CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
 NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
 of the warranties with respect to
 the sale of this item/items. The
 Seller hereby expressly disclaims all
 warranties either express or
 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

305633

1 4 6 6 4 0



CHECKERED FLAG LYNNHAVEN

2865 Virginia Beach Blvd.

Virginia Beach, VA 23452

Phone (757) 490-1111

INVOICE

"Where Winners Buy"

PAGE 2

SAPEAKE, VA

ME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3623 MIKE DAIL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	99	BMW 323I	WBAAM333XX	[REDACTED]	48936/48936	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27MAR1999			17:00 30AUG02		0.00	CASH	05SEP2002
R.O. OPENED	READY	OPTIONS: DLR:25244 ENG:2.5 Liter Gas					
07:55 29AUG02	17:11 04SEP02	1)*100**5/00* 2)*0*10/00* 3)*60*7/01*					
LINE OPCODE TECH TYPE HOURS		4)**100*10/01** 5)**100*5/02**					
LIST					NET	TOTAL	

 AS A TOKEN OF OUR THANKS TO YOU
 WE PERFORM A COMPLIMENTARY EXTERIOR WASH AND
 DRY OF YOUR VEHICLE

*** ASK ABOUT ADDITIONAL DETAILING ***
 *** SERVICES AVAILABLE FOR YOUR VEHICLE ***

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

ATLANTIC AUTOWERKS, LTD.

ATLANTIC AUTOWERKS, LTD.

BMW & SAAB SPECIALISTS

5461 VIRGINIA BEACH BLVD, SUITE 101

VIRGINIA BEACH, VA 23462

(757) 466-1269

WORK ORDER

CHESAPEAKE

VA

WBAAM333XXF

MAKE: BMW

MILES: 60786

MODEL: 323I

LICENSE:

YEAR: 99

BY: BB1

--SHOP LABOR DESCRIPTION-----TECH-----AMOUNT--

SRS LT ON...

PERFORM DIAGNOSTIC CHECKS ON THE
FAILED SYSTEM/S AND REPORT ON THE
FAULTS IN MEMORY.
IF POSSIBLE, REPAIR THE SYSTEM AS
SPECIFIED IN THE FAULT REPORT; CLEAR
THE SYSTEM MEMORY, ROAD TEST AND
RECHECK FOR THE RE-OCCURRING FAULT.

RB1 75.00

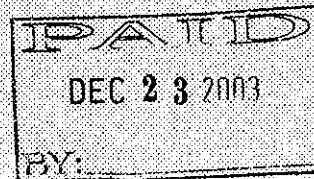
We offer Professional
Automotive Detailing.
See Ralph for prices
and estimates.

BMW & SAAB HOTLINES:
466-1BMW 466-SAAB

CHART 02 CODE 05
FIRING CIRCUIT BELT TENSIONER
DRIVERS SIDE.

CLEARED THE FAULT AND IT DID NOT
COME BACK ON.

*Check flag advised
could do until after 1st of year -
not of year - I placed to
a call them on 12/21/03 or 12/22/03
Given this car was my only source
of transportation I took it to
Atlantic Autowerks. This is an
independent BMW garage (Repair Center)*



I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree: that you are not responsible for any delays caused by unavailability of parts or material for any reason; that you shall NOT be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft, or other cause beyond your control; that an expressed mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that I am hereby responsible and liable for any attorneys fees, court costs, penalties, as stated @ 8.01-27.1 & 27.2 of the code of Virginia, as amended & 18% annual interest; Atlantic Autowerks, Ltd. reserves all other rights & remedies, & you may drive my vehicle for testing purposes.

ACKNOWLEDGED & AUTHORIZED BY
SPECIAL ORDER PARTS MUST BE PREPAID. NO RETURNS
ON ELECTRICAL OR SPECIAL ORDER PARTS. RETURNS
SUBJECT TO 15% RESTOCK FEE. FACTORY PARTS
GUARANTEED FOR 12 MONTHS. LABOR WARRANTY IS 90
DAYS. NO WARRANTY WITH CUSTOMER SUPPLIED PARTS.

LABOR TOTAL	75.00
OTHER CHARGES	.00
PARTS TOTAL	.00
VA SALES TAX	.00
PD IN ADVANCE	.00
TOTAL DUE	75.00

ATLANTIC AUTOWERKS, LTD.

ATLANTIC AUTOWERKS, LTD.
BMW & SAAB SPECIALISTS
5461 VIRGINIA BEACH BLVD, SUITE 101
VIRGINIA BEACH, VA 23462
(757) 466-1269

02/13/04

WORK ORDER

CHESAPEAKE

VA

WBAAM333XX

MAKE: BMW

MODEL: 323I

YEAR: 99

MILES: 64026

LICENSE:

BY: BB1

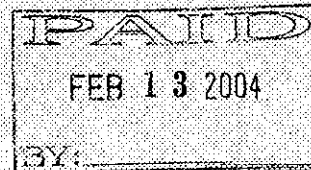
--SHOP LABOR DESCRIPTION-----TECH-----AMOUNT--

THE SRS LT ON AGAIN...

CHECK CODES AGAIN: WAS CODE 05
DRIVERS FIRING CIRCUIT FOR THE SEAT
BELT.

THE SAME CODE IS BACK...RESET FOR
NOW!

We now service
Volkswagen & AUDI
automobiles.



I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree: that you are not responsible for any delays caused by unavailability of parts or material for any reason; that you shall NOT be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft, or other cause beyond your control; that an expressed mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that I am hereby responsible and liable for any attorneys fees, court costs, penalties, as stated @ 8.01-27.1 & 27.2 of the code of Virginia, as amended & 18% annual interest; Atlantic Autowerks, Ltd. reserves all other rights & remedies, & you may drive my vehicle for testing purposes.

ACKNOWLEDGED & AUTHORIZED BY
SPECIAL ORDER PARTS MUST BE PREPAID. NO RETURNS
ON ELECTRICAL OR SPECIAL ORDER PARTS. RETURNS
SUBJECT TO 15% RESTOCK FEE. FACTORY PARTS
GUARANTEED FOR 12 MONTHS. LABOR WARRANTY IS 90
DAYS. NO WARRANTY WITH CUSTOMER SUPPLIED PARTS.

LABOR TOTAL	.00
OTHER CHARGES	.00
PARTS TOTAL	.00
VA SALES TAX	.00
PD IN ADVANCE	.00
TOTAL DUE	.00

35145

520479



INVOICE

P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD.

PHONES:

CHAPEL HILL 942-3191

DURHAM 493-2431

RALEIGH 833-0786

CHAPEL HILL, N.C. 27515-2287

BATTLEBORO, NC

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 298 MEL BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	99	BMW 323I	WBAAM333XX [REDACTED]	[REDACTED]	82791/82792	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
27MAR99	IS01FEB99		WAIT 20OCT05			CASH
R.O. OPENED	READY	OPTIONS: STK:B9300 DLR:11831 ENG:2.5_Liter_Gas				
1) CELL PHONE CONTACT #(757) 621-1948						
09:50 20OCT05 #13:33 20OCT05						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A client states seat belt fault stored for several years

CAUSE: DEFECTIVE WIRING HARNESS

0054058 REPAIR WIRING AND REPLACE TENSIONER PER

BULL 720300

374 WWB

1 61-12-6-908-850 REPAIR CABLE

2 61-13-8-353-746 CONNECTOR

2 61-13-1-379-833 8-SHRINK TUBE

3 61-13-1-367-599 CABLE STRAP

1 52-10-8-253-733 LOWER BELT

DIAG ADDITIONAL LABOR TIME NEEDED

374 IBP

FC: 6112917900

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

82791 (DRIVER SEAT BELT TENSIONER FAULT. SCANNED FAULT MEMORY. FOUND 3 FAULTS INCLUDING DRIVER AIRBAG RESISTANCE AND POWER SUPPLY BOTH STORED 1 TIME AND NOT CURRENTLY PRESENT. FOUND HARD FAULT FOR DRIVER SEAT BELT TENSIONER. QUOTED UPDATED REPAIR HARNESS AND NEW TENSIONER. REPLACED SEAT BELT TENSIONER AND INSTALLED UPDATE HARNESS. CLEARED FAULTS. NO FAULTS PRESENT AT THIS TIME. ***CUSTOMER GOODWILL REPAIR PER PERFORMANCE BMW FROM AUTHORIZATION BY STEVE NISBET AND BRIAN C HAPMAN) PHONE CONVERSATION ON 10/20/05 IN A.M..

SERVICE DEPT HOURS

MON-THUR 7:00 AM - 7:00 PM

FRIDAY 7:00 AM - 6:00 PM SAT 8:00AM - 5:00PM

WE AT PERFORMANCE APPRECIATE YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY

SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE

CONTACT STEVE KRAMER SERVICE DIRECTOR.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PERFORMANCE CHEVROLET BMW SUBARU ACURA PORSCHE · P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD. · CHAPEL HILL, N.C. 27515-2287

CUSTOMER COPY



ACURA PORSCHE

P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD. · CHAPEL HILL, N.C. 27515-2287

PHONES: CHAPEL HILL 942-3191 DURHAM 493-2431 RALEIGH 833-0786

NO RETURNS AFTER 10 DAYS.
NO RETURNS ON ELECTRICAL PARTS OR SPECIAL ORDER ITEMS.
NO REFUNDS WITHOUT THIS INVOICE.
20% HANDLING CHARGE ON RETURNED ITEMS.

Any warranties on the item/items sold hereby are those made by the manufacturer. The Seller, PERFORMANCE CHEVROLET BMW SUBARU ACURA PORSCHE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and PERFORMANCE CHEVROLET BMW SUBARU ACURA PORSCHE neither assumes for it any liability in connection with the sale of this item/items.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
20 OCT 05		20 OCT 05		R29648

RO QUOTE

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ACCOUNT NO. 35145

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PAGE 1 OF 1

BATTLEBORO, NC

SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT	
		578			CHAPEL HILL, NC	

ORD.	QUANTITY	SHIP.	B.G.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
				RO Quote for Service Repair Order: 520479				
				Service Advisor: 298 Vehicle: XFP61039				
				Part(s) quoted on LineA client states seat belt fault s				
1	1	0		61-12-6-908-850	REPAIR CAB	48.60	48.60	48.60
2	2	0		61-13-8-353-746	CONNECTOR	1.00	1.00	2.00
2	2	0		61-13-1-379-833	8-SHRINK T	2.00	2.00	4.00
3	3	0		61-13-1-367-599	CABLE STRA	0.90	0.90	2.70
1	1	0		52-10-8-253-733	LOWER BELT	109.48	109.48	109.48
Parts quoted on RO# 520479								
**** R O P A R T S Q U O T E - DO NOT PAY ****								
PERFORMANCE AUTOMOTIVE COMPANY								
THANKS FOR YOUR BUSINESS								
REFUNDS BY CHECK OR CREDIT CARD								
CUSTOMER'S SIGNATURE						MISC SUPPLIES		
X						PARTS		166.78
						SUBLET		
						FREIGHT		0.00
						SALES TAX		0.00
						TOTAL		

EST
\$417.00
+ TAX

Customer

35145

5 3 5 7 4 8



INVOICE

P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD.

PHONES:

CHAPEL HILL 942-3191

DURHAM 493-2431

RALEIGH 833-0786

CHAPEL HILL, N.C. 27515-2287

DUPLICATE 2

PAGE 1

BATTLEBORO, NC

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 298 MEL BAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	99	BMW 323I	WBAAM333X[REDACTED]	[REDACTED]	86914/86915	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
27MAR99	IS01FEB99		WAIT 17FEB06			CASH
R.O. OPENED	READY	OPTIONS: STK:B9300 DLR:11831 ENG:2.5 Liter Gas				
09:27 17FEB06	11:12 17FEB06	1) CELL PHONE CONTACT #(757)621-1948				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES AIRBAG LIGHT IS ON-PREVIOUS SEATBELT LATCH AND WIRING

HARNES UPDATE PERFORMED LAST YEAR

DIAG DIAGNOSTIC CHECK TIME

576 IBP

(N/C)

86914 INTEROGATED FAULT MEMORY. FOUND FAULT FOR DRIVERS SIDE DOOR AIRBAG. CHECKED A PILLAR CONNECTOR AND FOUND THAT THERE WAS NO CORROSION REMOVED DOOR PANEL AND CHECKED AIRBIG CONNECTION. NO COROSION FOUND. APPLIED ELECTRICAL ENHANCER TO THE CONTACTS. CLEARED FAULT. RE-INSTALLED DOOR PANEL. FAULT OCCURED AND WOUL RECOMMEND DRIVER'S DOOR WIRING HARNESS REPLACEMENT TO REPAIR FAULT-EST.\$488.00 LESS C USTOMER'S DIAGNOSIS CHARGES.

SERVICE DEPT HOURS

MON-THUR 7:00 AM - 7:00 PM

FRIDAY 7:00 AM - 6:00 PM SAT 8:00AM - 5:00PM

WE AT PERFORMANCE APPRECIATE YOUR BUSINESS.

IF FOR ANY REASON YOU ARE NOT COMPLETELY

SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE

CONTACT STEVE KRAMER SERVICE DIRECTOR.

1-800-831-1117
BMW client Relations

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PERFORMANCE CHEVROLET BMW SUBARU ACURA PORSCHE · P.O. BOX 2287 · 1810 NORTH FORDHAM BLVD. · CHAPEL HILL, N.C. 27515-2287

CUSTOMER COPY