

CL-10268129-4261

April 28, 2009

2009 MAY -5 PM 4:30

Dear Mr. O'Donnell,

2009 MAY -11

In today's economy I think a successful company sets an example for excellence when they listen to there customer and have a passion to always do better.

In June of 2008 my husband and I decided to lease a BMW for two years. Until recently we were happy with our decision. On a mild March day in 2009 I was taking my son to an appointment on the Hutchinson River Parkway when the car without any warning just stopped in the middle of the highway. I was able to coast it to a small area on the parkway because there are no shoulders on this highway. I immediately called road side assistance and after twenty minutes they informed me that they could not tow my car because I was on a restricted highway I needed to call 911. This is a very dangerous road to be on when your brand new car does not work. I gave the exact location of the car as soon as I called in a lot of time was wasted looking up where we were and therefore, our safety was at risk. I have enclosed a similar incident the very next day where time was critical in saving a life and in this instance the outcome was fatal.

The police finally arrived about fifteen minutes after my call. The car had no power the tow truck towed the car to the service station for BMW in Port Chester, NY which I was charged for.

MC  
4/30  
5/15/09  
NP

The service department said it was a faulty fuel injector pump and replaced it.

I drove the car thinking that the car would be safe for the rest of my lease but in the back of my mind I started to question my decision to lease this car. On April 5, 2009 while on the Bronx River Parkway with my two teenage children the car again stopped in the middle of the highway without any warning. I was able again to slide the car to a small sliver of highway because the car had no power it would not go into drive. Due to my experience from just a few days ago I called 911 this time the safety of myself and my children seemed to be at an even greater risk because there is nowhere to go on this highway when your car breaks down. Myself and my children got out of the car and stood on the side of the road and waited fifteen minutes for help to arrive. The tow again was on me I was charged \$162.38, ( see enclosed bill.) The tow had to tow us to my home in Bronxville because the service department was closed and we had no one that could pick us up. The next day I called road side assistance which towed the car back to the BMW service station in Port Chester, NY. Again, the problem was a faulty fuel injector pump and I needed a new battery mind you this car has only approximately 13,000 miles on it at this point.

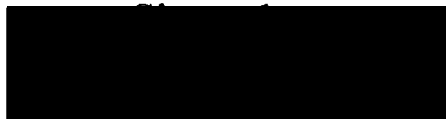
I called BMW customer relations after the second incident and Lindsey Hahn heard my story and I thought was going to help me. I requested to terminate my lease early because I did not feel safe driving this car. She stated she would see what she could do and called the BMW dealership where I leased the car in Greenwich, CT and spoke to the manager Ed Croce. I also spoke with Ed at least three times and was never afforded a return phone call after discussing my situation. I then was referred to Bernie the sales manager from Pace BMW in New York. Bernie did return my calls as well as Linsey's but had said that BMW of North America would not help me. He then proceeded to inform me that I would have to spend \$8,000.00 to terminate my lease on a car that really is not the, "The Ultimate Driving Machine." He then stated he would call BMW of North America and see what they could do for me. Is profit the first priority for BMW because obviously safety is not a priority when driving these cars.

I have two brand new teenage drivers. What if they were driving to swim practice and had the above experiences the car gives no warning it just stops going 60 miles an hour! Would they have been safe or would they suffer the same fate as the driver in the enclosed article.

In conclusion, I am writing this letter to go on record that I still do not feel safe in this car but, I guess again profit margins are the

first priority for BMW. I have to pay for a lease that every time we get in the car I wonder if I should drive to my destination on a highway or an alternate route for fear of getting stuck. I limit the amount of times my children drive it because I still wonder if it will continue to stall. We need a car to get to and from our destinations that is safe that's one of the factors that swayed us to lease this car. I guess I was wrong. As a matter of fact tomorrow Wednesday April 29, 2009 the car will return to the service department for a third time because the sun roof does not work and the camera that gives guidance backing out does not work.

If this is what superior performance for a BMW product is like I would rather use a bike. I guess I have no choice but to finish my lease as best I can but will not lease another product from BMW and when asked by other consumers if I would recommend this product I would have to say without hesitation, "NO!"



Enclosures

Cc US Safety Transportation Board

Customer Relations Lindsey Hahn

Attorney Generals Office of New York

Attorney Generals Office of Connecticut

**CcThe Journal News- Attention : Leslie Korngold**

**The Hartford Courant Consumer Relations Division**

**Channel 7 News Consumer Relations New York**

**Channel 8 News Consumer Relations Connecticut**

# Stalled car led to fatal crash on Saw Mill

## Woman had just called AAA but couldn't move off parkway

Leslie Korngold  
The Journal News

YONKERS — A car breakdown led to the collision that killed a 71-year-old Manhattan woman on the Saw Mill River Parkway Monday, police said yesterday.

Christel Bieroth-Rock had placed a call to AAA from her cell phone just moments before her 1992 Honda Civic was rear-ended, causing injuries that resulted in her death, Westchester County police spokesman Kieran O'Leary said.

Bieroth-Rock was in the right northbound lane around 11:20 a.m. when her car had some sort of mechanical failure, O'Leary said.

Usually a person should get out of a malfunctioning car and get to safety off the roadway, O'Leary said.

"She may have thought she was safer in her car," he said, because that particular stretch of road near McLean Avenue does not have a shoulder. There was no place for her to go.

There is no one piece of advice for safety that fits all situations, O'Leary said.

Police are still looking at the timing of her call and the accident, but believe the call was within a few minutes, "very proximate," to the crash, O'Leary said.

The car will be tested to determine just what happened to it, but the severe damage from the crash may limit determining the mechanical defect that led to its stopping on the road.

Bieroth-Rock and the other driver, Linda Rosenhauch, 51, of Fort Lee, N.J., were taken to St. Joseph's Medical Center in Yonkers where Bieroth-Rock died, police said.

Rosenhauch was treated for minor injuries and later released, police said.

Reach Leslie Korngold  
at lkorgol@lohud.com  
or 914-694-3519.

### If your car breaks down

Westchester County police recommendations:

- Put on hazard lights/flashers.
- Call for help on cell phone.
- Get out of the car and away from traffic.
- Wear bright clothes and set up road flares if possible.

# AMSA The American Medical Student Association



Prepared for: **ONOFRIO PATAFIO MD**

April 2009 Statement  
 Credit Line:  
 Cash or Credit Available:

**\$64,500.00**

Account Number: [REDACTED]

Customer Service  
 For Information on Your Account Visit:  
[www.bankofamerica.com](http://www.bankofamerica.com)  
 Call toll-free 1-800-789-6685

Account Information

**Payments and Credits**  
 PAYMENT - THANK YOU

**Purchases and Adjustments**

Promotional Offer ID	Posting Date	Transaction Date	Reference Number	Account Number	Amount
	04/07				3,201.00 CR
	03/26	03/24	4526	[REDACTED]	113.79
	04/07	04/06	0025	[REDACTED]	162.38

Important Information About Your Account

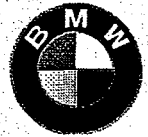
Attention Lindsay Hahn

BMW Service & Parts

CUSTOMER #: 9147933473  
UNIT# G8S381

7 3 6 0 4

110 Midland Avenue  
Port Chester, NY 10573  
Phone: (914) 798-6500  
Fax: (914) 798-6550



\*INVOICE\*

PAGE 1

NYS REPAIR SHOP# 7102380

BRONXVILLE, NY

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 97753 AUDLEY SPENCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WH/BK	08	BMW X5 3.0SI	5UXFE43578L		13629/13632	T2079A	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25JUN08 DD			14:00 08APR09		135.00	CASH	08APR09
R.O. OPENED	READY	OPTIONS: STK:G8S381 DLR:					

08:14 06APR09 15:34 08APR09

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

A CUSTOMER STATES: RECENTLY DIGITAL FUEL READ OUT WAS FLUTUATING A LOT. CHEC AND REPORT.

S SEE STORY

PARTS:	5466 CW	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	---------	--------	------	--------	------	---------------	------

15000 BATTERY DIED AS WELL; UNABLE TO JUMP VEHICLE. NEEDED TO TOW VEHICLE INTO SHOP/BAY. INCORRECT GAUGE READING ATTRIBUTED TO FAULTY FUEL PUMP.

\*\*\*\*\*

B CUSTOMER STATES: WHILE DRIVING MOTOR STALLS ON THE HIGHWAY. SHE TRIES STARTING BUT IT WOULD NOT.

CAUSE: Electric fuel pump in fuel tank (in-tank electric fuel pump)

Permanent failure

0000555 INTERROGATING FAULT MEMORY

5466 WWT

1 16-11-7-195-463 DELIVERY UNIT WITH IN-TANK

(N/C)

P:162020

(N/C)

6121528 Charging battery (at support point in engine compartment)

5466 WWT

(N/C)

6100009 Troubleshooting electrical electronic system

5466 WWT

(N/C)

1614560 Removing and installing or replacing fuel pump(s) (not including extracting and refilling fuel with 3rd row of seats)

5466 WWT

(N/C)

1600610 Extracting fuel from fuel tank and filling - 10 litres

5466 WWT

(N/C)

FC: 1614041200

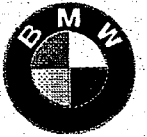
PART#:

COUNT:

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

**BMW Service & Parts**

110 Midland Avenue  
 Port Chester, NY 10573  
 Phone: (914) 798-6500  
 Fax: (914) 798-6550



CUSTOMER #: 9147933473  
 UNIT# G8S381

7 2 6 4 3

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PAGE 2

NYS REPAIR SHOP# 7102380

BRONXVILLE, NY  
 HOME:  
 BUS:

CONT:  
 CELL:

SERVICE ADVISOR: 93 VEGARD NYGAARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WH/BK	08	BMW X5 3.0SI	5UXFE435781		13060/13062	T4067*	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
25JUN08 DD			18:00 24MAR09		135.00	CASH	26MAR09
R.O. OPENED	READY	OPTIONS: STK:G8S381 DLR:					
12:51 24MAR09	10:22 26MAR09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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B CAR TOWED IN.  
 TOW TOW  
 5466 CW 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

\*\*\*\*\*  
 C ENTERPRISE RENTAL WE WERE OUT OF LOANERS.  
 RENTAL RENTAL CAR  
 5466 CW 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*  
 D PERFORM ENGINE OIL SERVICE PER KEY DATA.  
 CAUSE:  
 0000610 Engine oil service  
 5466WWIMP (N/C)  
 1 11-42-7-566-327 SET OIL-FILTER (N/C)  
 ELEMENT:114010 (N/C)  
 8 07-51-0-017-954 MOTOR OIL SAE 5W-30 (N/C)  
 LONGLIFE:832511 (N/C)  
 1 WWF WASHFLUID (N/C)  
 FC: 85990089MP  
 PART#:  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

13060 PERFORMED OIL SERVICE.  
 \*\*\*\*\*

E PERFORM MICROFILTER SERVICE PER KEY DATA.  
 CAUSE:

0000616 Microfilter service (consider further

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE



# BMW Service & Parts

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PAGE 4

NYS REPAIR SHOP# 7102380

BRONXVILLE, NY

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 93 VEGARD NYGAARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WH/BK	08	BMW X5 3.0SI	5UXFE43578L [REDACTED]		13060/13062	T4067*

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25JUN08 DD			18:00 24MAR09		135.00	CASH	26MAR09

R.O. OPENED	READY	OPTIONS:
12:51 24MAR09	10:22 26MAR09	STK:G8S381 DLR: [REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:			WWT	0.00			(N/C)
LABOR:				0.00	OTHER:	0.00	TOTAL LINE G: 0.00

\*\*\*\*\*

EST: 113.79      24MAR09 12:53 SA: 97753

\*\*\*\*\* Thank you for choosing the \*\*\*\*\*  
 \*\*\* Greenwich / Pace BMW Service Center \*\*\*  
 a proud member of the DCH Auto Group  
 \*\*\*\*\*

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		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		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

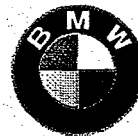
Attention Lindsey Hahn

BMW Service & Parts

CUSTOMER #: 9147933473  
UNIT# G8S381

7 2 6 4 3

110 Midland Avenue  
Port Chester, NY 10573  
Phone: (914) 798-6500  
Fax: (914) 798-6550



\*INVOICE\*

PAGE 1

NYS REPAIR SHOP# 7102380

BRONXVILLE, NY

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 93 VEGARD NYGAARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WH/BK	08	BMW X5 3.0SI	5UXFE43578L [REDACTED]		13060/13062	T4067*	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN08 DD			18:00 24MAR09		135.00	CASH	26MAR09
R.O. OPENED		READY	OPTIONS: STK:G8S381 DLR: [REDACTED]				

12:51 24MAR09 10:22 26MAR09

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

A C/S CAR DIED WHILE DRIVING. JUST SMALL ENGINE LIGHT LIT IN DASH. NO I-DRIVE MESSAGE CAME ON. CAR WOULD NOT MOVE.

CAUSE: Electric fuel pump in fuel tank (in-tank electric fuel pump)

Permanent failure

1331529 Checking delivery pressure of fuel pump

5466 WWT

(N/C)

1614610 Removing and installing or replacing fuel

pump(s) (not including extracting and refilling fuel)

5466 WWT

(N/C)

1699000 Job time without allowance for fuel

supply

5466 WWT

(N/C)

1 16-11-7-195-463 DELIVERY UNIT WITH IN-TANK

P:162020

(N/C)

FC: 1614041200

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

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

13062 PERFORMED SHORT TEST. NO FAULTS ASSOCIATED WITH VEHICLE NOT STARTING. CHECKING FUEL PRESSURE. NO FUEL PRESSURE, FUEL PUMP OR CONNECTION TO FUEL PUMP SUSPECTED AS FAULTY. CHECKING FUEL PUMP CONNECTION. MEASURED CORRECT VOLTAGE AND GROUND AT FUEL PUMP CONNECTOR. VEHICLE HAS ENOUGH GAS ON BOTH SIDES OF TANK REMOVING FUEL PUMP TO SEE WHETHER SENDING UNIT IS CORRECT. UPON REMOVAL OF FUEL PUMP, VERIFIED INDICATOR SHOWS CORRECT AMOUNT OF FUEL IN SYSTEM. NEEDS NEW FUEL PUMP FUEL PUMP. REMOVED AND INSTALLED NEW FUEL PUMP. STARTED CAR, CAR STARTED FINE. PERFORMING DMTL TEST PLAN TO VERIFY NO LEAK FROM FUEL PUMP. NO LEAK AT ALL. CLEARED ALL FAULTS. TEST DROVE VEHICLE. EVERYTHING GOOD.

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

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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)

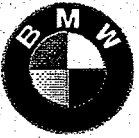
CUSTOMER SIGNATURE

**BMW Service & Parts**

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 UNIT# G8S381

7 3 6 0 4

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PAGE 2

NYS REPAIR SHOP# 7102380

BRONXVILLE, NY  
 HOME: [REDACTED] CONT: N/A  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 97753 AUDLEY SPENCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WH/BK	08	BMW X5 3.0SI	5UXFE435781	[REDACTED]	13629/13632	T2079A

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
25JUN08 DD			14:00 08APR09		135.00	CASH	08APR09

R.O. OPENED	READY	OPTIONS:	STK:G8S381 DLR:	LIST	NET	TOTAL
08:14 06APR09	15:34 08APR09		[REDACTED]			

CLAIM TYPE:  
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

15000 TOWED VEHICLE INTO SHOP/BAY. CONNECTED BMW APPROVED BATTERY CHARGER. PERFORMED SHORT TEST. FUEL PUMP FAILURE OCCURED A FEW HUNDRED MILES AGO- REPLACED PUMP AND CAR STARTED FINE. SOMETHING IS BURNING OUT THE FUEL PUMP. REMOVING REAR SEATS TO SEE WHETHER POWER IS GOING TO PUMP. POWER AND GROUND GOOD AT PUMP. REPLACING FUEL PUMP AS PER FOREMAN. REPLACED FUEL PUMP. PUT GAS INTO VEHICLE. STARTED CAR FINE. INITIALIZED ALL WINDOWS. PERFORMED STEERING ANGLE SENSOR CALIBRATION. CHARGED BATTERY.

\*\*\*\*\*

C CUSTOMER STATES: VEHICLE IS NOT SHIFTING INTO GEAR.  
 S SEE STORY

5466 CW 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

15000 BATTERY DIED, VEHICLE WONT SHIFT INTO GEAR.

\*\*\*\*\*

D CUSTOMER STATES: WINDOWS ARE NOT WORKING. CHECK AND REPORT.

M MISC

5466 CW 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

15000 BATTERY WAS DYING, SHUTS OFF POWER TO WINDOWS. INITIALIZED WINDOWS.

\*\*\*\*\*

E VEHICLE WAS TOWED.

TOW TOW

5466 CW 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

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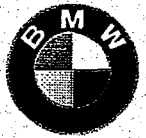
DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

# BMW Service & Parts

110 Midland Avenue  
 Port Chester, NY 10573  
 Phone: (914) 798-6500  
 Fax: (914) 798-6550



CUSTOMER.#: 9147933473  
 UNIT# G8S381

7 3 6 0 4

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NYS REPAIR SHOP# 7102380

PAGE 3

BRONXVILLE, NY  
 HOME: [REDACTED] CONT: N/A  
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 97753 AUDLEY SPENCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WH/BK	08	BMW X5 3.0SI	5UXFE43578L [REDACTED]		13629/13632	T2079A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN08 DD			14:00 08APR09		135.00	CASH	08APR09

R.O. OPENED	READY	OPTIONS:					
08:14 06APR09	15:34 08APR09	STK:G8S381 DLR: [REDACTED]					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

\*\*\*\*\* Thank you for choosing the \*\*\*\*\*  
 \*\*\* Greenwich / Pace BMW Service Center \*\*\*  
 a proud member of the DCH Auto Group  
 \*\*\*\*\*

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	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

**BMW Service & Parts**

110 Midland Avenue  
 Port Chester, NY 10573  
 Phone: (914) 798-6500  
 Fax: (914) 798-6550



CUSTOMER #: 9147933473  
 UNIT# G8S381

7 4 7 4 1

\*INVOICE\*

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NYS REPAIR SHOP# 7102380

BRONXVILLE, NY  
 HOME:  
 BUS:

CONT:  
 CELL:

SERVICE ADVISOR: 97753 AUDLEY SPENCE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WH/BK	08	BMW X5 3.0SI	5UXFE43578L		14230/14235	T4024	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUN08 DD			18:00 21APR09		135.00	CASH	23APR09
R.O. OPENED	READY	OPTIONS: STK:G8S381 DLR:					
07:43 21APR09	10:28 23APR09						

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

A CUSTOMER STATES: DIGITAL FUEL READ OUT IS NOT OPERATING PROPERLY. SOMETIMES IT IS READING VERY HIGH AND SOMETIMES IT READ VERY LOW.

S SEE STORY

PARTS:	5466 CW	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	---------	--------	------	--------	------	---------------	------

14230 FOREMAN EXPLAINED TO CUSTOMER- DIGITAL FUEL READ OUT IS ONLY ESTIMATE- WILL CHANGE DEPENDING ON DRIVER HABITS. IF A/C TURNED ON, IT COMPUTER ESTIMATES LESS MILEAGE CAN BE DRIVEN IF SPEED MAINTAINED. TEST DROVE VEHICLE FOR 3 MILES, READOUT WORKING CORRECTLY.

B CUSTOMER STATES: VEHICLE IS HESITATING ON ACCELERATION FROM A STANCE. CHECK AND REPORT.

CAUSE: .  
 6100811 PROGRAM  
 5466 WWT  
 FC: 2400339800  
 PART#: (N/C)  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

14230 TSET DROVE VEHICLE, FEELS LIKE EVERY OTHER ONE OF ITS KIND. VEHICLE IS HEAVY. WILL DRIVE WITH FOREMAN. AS PER FOREMAN SIB 24 04 08 FEELS LIKE CUSTOMER CONCERN. VEHICLE FALLS WITHIN PRODUCTION DATE, VEHICLE INTEGRATION LEVEL, ETC. PROGRAMMING COMPLETE VEHICLE WITH CAS.

C CUSTOMER HAD VEHICLE TOWED OF HIGHWAY RECENTLY AND SHE IS REQUESTING A REFUND.

S SEE STORY

5466 CW	0.00	0.00
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PAGE 2

NYS REPAIR SHOP# 7102380

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SERVICE ADVISOR: 97753 AUDLEY SPENCE

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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

\*\*\*\*\*

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<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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