



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 05-OCT-2010	Repository <input type="checkbox"/>
	Reference No. 10359336

**OWNER INFORMATION (Type or Print)**

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City ALEXANDRIA	State VA	Zip Code

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side W8ANN73566	Make BMW	Model 5 SERIES	Model Year 2006
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-OCT-2010

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 160000 STRUCTURE	Failure Mileage 39000	Failure Speed
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**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2006 BMW 530 XIT. THE CONTACT NOTICED THAT WHEN IT RAINED THE WATER PENETRATED THE VEHICLE SPARE TIRE AREA CAUSING DAMAGED TO THE VEHICLE MAIN ELECTRICAL SYSTEM CAUSING THE INSTRUMENTAL PANEL AND ALL ELECTRICAL FUNCTION TO FAIL. THE CONTACT STATED HE EXPERIENCED THE FAILURE SEVERAL TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WILL CLEAN THE HOSES CLEAN THE UPHOLSTERY FABRIC, REPLACED THE DAMAGED WIRING SYSTEM. THE FAILURE AND THE CURRENT MILEAGE WERE 39,000.

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 to 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.

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

This car fills w/ water in heavy rain unless  
protected due to faulty moonroof design. Very frustrating  
to own a car that can't survive a rain storm.

You can reach me at [REDACTED]

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 Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle  
has a safety defect?



If so:

Use the enclosed  
form to file a report.

or visit:

[www.safercar.gov](http://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



BMW OF ARLINGTON SERVI  
1200 S EADS ST  
ARLINGTON, VA 22202

311568

**BMW OF ARLINGTON**

AV Automotive Group

1200 S. EADS STREET  
ARLINGTON, VA 22202

\*INVOICE\*



TEL 703-647-1810  
FAX 703-647-1839  
bmwofarlington.com

10/11/2010 16:06:29  
Merchant ID: 000000000767519  
Terminal ID: 01098694  
276161541889

DUPLICATE 1  
PAGE 1

5828  
1516 SERVICE ADVISOR: 5364 SCOTT OLIVER

CREDIT CARD  
VISA SALE

VIN	LICENSE	MILEAGE IN / OUT	TAG
WBANN73566C		39000/39002	T7566

CARD # XXXXXXXX  
INVOICE 311568  
Batch #: 001320  
Approval Code: 011726  
Entry Method: Swiped  
Approved: Online

PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
00 05OCT10		0.00	COUPP	11OCT10

OPTIONS: ENG:3.0\_Liter

SALE AMOUNT \$1601.97

CUSTOMER COPY

LIST	NET	TOTAL
S FILLED THE REAR OF THE CAR equipment - Repair	900.36	900.36
UPPLY CONTROL	481.82	481.82
OL UNIT, TAILGATE	240.01	240.01
2 12-63-1-742-690 RELAY CHANGER SALMON	13.20	26.40
RED:121060	19.05	19.05
1 61-36-8-373-700 RELAY, MAKE CONTACT:613020	2.82	2.82
1 51-43-8-183-314 BRACKET:51409943		

39000 WATER WAS LEAKING IN TRUNK (800) PERFORM WATER TEST FOUND  
REAR DRAIN IS CLOGED AND WATER LEAKING IN SIDE THE TRUNK ,R/R HEADLINER  
CLEAN THE TRUNK FROM THE WATER AND CLEAN THE BOTH REAR DRAIN HOSES FROM  
THE CASSETTE TO OUTSIDE OF THE VEHICLE,REPLACE EHC AND HKL MODULES  
,REPROGRAMM THE VEHICLE

B CUSTOMER STATES ALL WARNING LIGHTS ARE ON  
EL001 Miscellaneous Electrical System - Repair  
5256 ISP (N/C)

C PROVIDED CUSTOMER WITH BMW LOANER VEHICLE  
LOANER PROVIDED CUSTOMER WITH BMW LOANER VEHICLE  
99 ISP (N/C)

SHOP SUPPLIES AND HAZARDOUS MATERIAL DISPOSAL 60.00  
PROVIDED CLIENT WITH RENTAL VEHICLE FOR A MAXIM UM OF 2 D  
AYS. BDC APPT CREATED 2010-09-30 11:5 7:00AM TAKEN BY CA RLYN EMBREY

\*\*\*\*\*  
\* THANK YOU FOR YOUR BUSINESS! \*  
\*Visit us on the web: www.BMWofArlington.com\*  
\*For comments, questions, or concerns,E-mail\*  
\* us at: WeCare@BMWofArlington.com \*  
\* 24 Hour Mobile Assistance: 1-800-332-4269 \*  
\*\*\*\*\*

SPECIAL ORDER PARTS ARE RETURNED 30 DAYS AFTER CUSTOMER NOTIFICATION.  
ALL MAINTENANCE PLANS MUST BE COMPLETED WITHIN THE TIME AND MILEAGE LIMITATIONS FOR YOUR VEHICLE, WHICH CAN BE FOUND IN YOUR OWNER'S MANUAL

**LIMITED WARRANTY**  
\* 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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.\*  
ALL WARRANTY REPAIRS MUST BE COMPLETED PRIOR TO THE EXPIRATION OF WARRANTY (PLEASE SEE YOUR OWNER'S MANUAL).

DESCRIPTION	TOTALS
LABOR AMOUNT	900.36
PARTS AMOUNT	770.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP/HAZMATS	60.00
TOTAL CHARGES	1730.46
ADJUSTMENTS	167.00
SALES TAX	38.51
PLEASE PAY THIS AMOUNT	1601.97

CUSTOMER SIGNATURE

DATE



# BMW OF ARLINGTON

AV Automotive Group

1200 S. EADS STREET  
ARLINGTON, VA 22202

TEL 703-647-1810  
FAX 703-647-1839  
bmwofarlington.com



CUSTOMER #: 741527

293425

\*INVOICE\*

PAGE 3

ALEXANDRIA, VA

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

SERVICE ADVISOR: 5364 SCOTT OLIVER

COLOR	YEAR	MAKE/	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	BMW 530XIT	WBANN73566C [REDACTED]		36487/36499	T6024	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV05 DD		30NOV2009	18:00 05JAN10		0.00	CASH	11JAN10
R.O. OPENED		READY	OPTIONS: ENG:3.0_Liter				
09:59	05JAN10	16:56	11JAN10				

#2

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PROVIDED CLIENT WITH RENTAL VEHICLE FOR A MAXIM UM OF 2 D AYS. CREATED 2010-01-04 11:21:00AM TA KEN BY SUHAYLAH AD EBO					*****		
					* THANK YOU FOR YOUR BUSINESS!		*
					*Visit us on the web: www.BMWofArlington.com*		
					*For comments, questions, or concerns, E-mail*		
					* us at: WeCare@BMWofArlington.com		*
					* 24 Hour Mobile Assistance: 1-800-332-4269 *		
					*****		

*\$1400 (amount)*

SPECIAL ORDER PARTS ARE RETURNED 30 DAYS AFTER CUSTOMER NOTIFICATION. ALL MAINTENANCE PLANS MUST BE COMPLETED WITHIN THE TIME AND MILEAGE LIMITATIONS FOR YOUR VEHICLE, WHICH CAN BE FOUND IN YOUR OWNER'S MANUAL

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ALL WARRANTY REPAIRS MUST BE COMPLETED PRIOR TO THE EXPIRATION OF WARRANTY (PLEASE SEE YOUR OWNER'S MANUAL).

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP/HAZMATS	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

CUSTOMER SIGNATURE

DATE



*Call me 1-12-10 @ 9:00am*

**BMW OF ARLINGTON**

AV Automotive Group

1200 S. EADS STREET  
ARLINGTON, VA 22202

TEL 703-647-1810  
FAX 703-647-1839  
bmwofarlington.com

293425

\*INVOICE\*



PAGE 1

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 5364 SCOTT OLIVER

AR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
06	BMW 530XIT	WBANN73566C		36487/36499	T6024
PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
5 DD	30NOV2009	18:00 05JAN10		0.00	CASH
NO. OPENED	READY	OPTIONS:	ENG:3.0_Liter		
59	05JAN10	16:56	11JAN10		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER REPORTS A SET TIME AND DATE AND TPM MALFUNCTION AND ALL CLOCKS ZERO OUT AFTER SHUTTING CAR OFF AND SPEEDOMETER AND ODOMETER GO OUT WHILE DRIVING FOR A MOMENT. SEE HISTORY.							
CAUSE: FAULTY SUNROOF SEAL							
5100001 LOCALIZING BODY PROBLEMS							
	5442	W					(N/C)
	1	54-13-7-072-786	SURROUNDING SEAL:548520				(N/C)
	1	37-14-6-784-314	AIR SUPPLY CONTROL				(N/C)
		UNIT:371020					(N/C)
	1	61-35-7-188-110	CONTROL UNIT, TAILGATE				(N/C)
		LIFT:613020					(N/C)
	1	61-36-8-373-700	RELAY, MAKE CONTACT, WHITE				(N/C)
		G:613020					(N/C)
	2	12-63-1-742-690	RELAY CHANGER SALMON				(N/C)
		RED:121060					(N/C)
	5147670	REMOVING, INSTALLING, REPLACING LUGGAGE COMPARTMENT TRIM PANELS FOR BOTH WHEEL HOUSING					(N/C)
		5442	W				(N/C)
	5413555	SEAL FOR SUNROOF					(N/C)
		5442	W				(N/C)
	6135697	REPLACING CONTROL UNIT AUTOMATIC BOOT LID/TLGATE OPERATION					(N/C)
		5442	W				(N/C)
	6136520	REPLACING POWER RELAY					(N/C)
		5442	W				(N/C)
	3714525	REPLACING CONTROL UNIT					(N/C)
		5442	W				(N/C)
	6100009	TROUBLESHOOTING ELECTRICAL/ELECTRONIC SYSTEM					(N/C)
		5442	W				(N/C)
	6100811	CIP PROGRAMMING W/ CAS					(N/C)
		5442	W				(N/C)
	3712510	AJUSTING CAR RIDE LEVEL HEIGHT					(N/C)

SPECIAL ORDER PARTS ARE RETURNED 30 DAYS AFTER CUSTOMER NOTIFICATION. ALL MAINTENANCE PLANS MUST BE COMPLETED WITHIN THE TIME AND MILEAGE LIMITATIONS FOR YOUR VEHICLE, WHICH CAN BE FOUND IN YOUR OWNER'S MANUAL

**LIMITED WARRANTY**  
\* 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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.\*  
ALL WARRANTY REPAIRS MUST BE COMPLETED PRIOR TO THE EXPIRATION OF WARRANTY (PLEASE SEE YOUR OWNER'S MANUAL).

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP/HAZMATS	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



# BMW OF ARLINGTON

AV Automotive Group

293425

1200 S. EADS STREET  
ARLINGTON, VA 22202

\*INVOICE\*



TEL 703-647-1810  
FAX 703-647-1839  
bmwofarlington.com

PAGE 2

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 5364 SCOTT OLIVER

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
06	BMW 530XIT	WBANN735660		36487/36499	T6024	
PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05 DD	30NOV2009	18:00	05JAN10	0.00	CASH	11JAN10
NO. OPENED	READY	OPTIONS:				
59	05JAN10	16:56	11JAN10	ENG:3.0_Liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		5442	W				(N/C)
6131996		PERFORMING STEERING ANGLE SENSOR ADJUSTMENT					
		5442	W				(N/C)
6100830		INITIALIZE SUNROOF AND POWER WINDOWS					
		5442	W				(N/C)

FC: 5412104800  
PART#:  
COUNT:  
CLAIM TYPE:  
AUTH CODE:

36487 (GOODWILL-BMW OF ARLINGTON) TECH STATES PERFORMED BMW SERVICE TEST. MULTIPLE FAULTS FOR POWER MANAGEMENT AND FOR EHC AND HKL (AUTO TRUNK LID). REMOVED TRUNK PANELS AND SPARE TIRE. FOUND WATER INGRESS TO BE COVERING ALL ELECTRONICS IN SPARE WHEEL WELL. PERFORMED WATER LEAK TEST. FOUND SUNROOF PERIMETER SEAL TO BE LEAKING. REMOVED BOTH SUNROOF GLASS PANELS. REPLACED DEFECTIVE SUNROOF PERIMETER SEAL. INSTALLED GLASS PANELS. PERFORMED SUNROOF GLASS ADJUSTMENT PROCEDURE. DRIED SPARE WHEEL WELL. CLEANED CONNECTORS AND DRIED OUT. REPLACED EHC CONTROL MODULE. REPLACED HKL CONTROL MODULE. REPLACED THREE MULTIFUNCTION RELAYS ON THE SAME HARNESS AS ABOVE MENTIONED CONTROL MODULES. AFTER REPAIRS, PERFORMED PROGRAMMING/CODING (W/ CAS). AFTER SUCCESSFUL PROGRAMMING, CONNECTED TO ISTA; PERFORMED EHC STARTUP, PERFORMED HKL CALIBRATION, PERFORMED WINDOW INITIALIZATION, PERFORMED SUNROOF INITIALIZATION, PERFORMED STEERING ANGLE SENSOR CALIBRATION. PERFORMED WATER TEST AND ROAD TEST. VEHICLE IS OPERATING AS IT SHOULD AT THIS TIME.

\*\*\*\*\*  
B PROVIDED CLIENT WITH RENTAL VEHICLE FOR A MAXIMUM OF 2 D D AYS.  
RENTAL PROVIDED CLIENT WITH RENTAL VEHICLE FOR A  
MAXIMUM OF 2 D D AYS.  
99 ISP

(N/C)

SPECIAL ORDER PARTS ARE RETURNED 30 DAYS AFTER CUSTOMER NOTIFICATION.  
ALL MAINTENANCE PLANS MUST BE COMPLETED WITHIN THE TIME AND MILEAGE LIMITATIONS FOR YOUR VEHICLE, WHICH CAN BE FOUND IN YOUR OWNER'S MANUAL

**LIMITED WARRANTY**  
" 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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."  
ALL WARRANTY REPAIRS MUST BE COMPLETED PRIOR TO THE EXPIRATION OF WARRANTY (PLEASE SEE YOUR OWNER'S MANUAL).

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP/HAZMATS	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



CUSTOMER #: 741527

*Call Mike @ 503*

288288

**BMW OF ARLINGTON**

AV Automotive Group

1200 S. EADS STREET  
ARLINGTON, VA 22202

TEL 703-647-1810  
FAX 703-647-1839  
bmwofarlington.com

\*INVOICE\*



PAGE 1

ALEXANDRIA, VA

SERVICE ADVISOR: 5364 SCOTT OLIVER

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	06	BMW 530XIT	WBANN73566C [REDACTED]		35731/35733	T4794	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV05 DD		30NOV2009	19:30 20OCT09		0.00	CASH	21OCT09
R.O. OPENED	READY	OPTIONS: ENG:3.0 Liter					
16:37	19OCT09	14:49	21OCT09				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT ALL DASH WARNING LIGHTS ARE COMING ON PLEASE REVIEW THE CBS DATA FOR THIS CAR

CAUSE: F

- 0000005 INTERROGATING FAULT ME MORY (N/C)
- 5256 W
- 5144513 R/I HEADLINER (N/C)
- 5256 W
- 5499000 W/T FOR WATER CLEAN UP (N/C)
- 5256 W

FC: 5412014800

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

35731 ALL DASH WARNING LIGHT ARE COMING ON (W) DIS TEST BY GT1, FAULTY DSC, SZL, HKL, CAN, DME, LM, CHECKED THE TRUNK FOUND WATER IN, PERFORM WATER TEST FOUN WATER CAME FROM LEFT REAR C-PILLER, R/R C-PILLER, R/R HEAD LINER, AND R/R ALL THE TRIM IN THE VEHICEL FOUND HOSE CAMING FROM SUNROOF CASSETT GOING TO THE OUTSIDE TO DRIAN THE WATER IS LOSE AND LEAKING WATER INSIDE THE VEHICEL CLEAN ALL CONNECTOR, AMKE SURE ALL MODULE IN TRUNK STILL GOOD, SCURE THE DRAING HOSE AND CLEAN THE TRINK FROM THE WATER, DRY THE TRUNK, AND PERFORM SHORT TEST NO FAULT CAME BACK, ROAD TEST LOOK GOOD

\*\*\*\*\*

B PROVIDED CLIENT WITH RENTAL VEHICLE FOR A MAXIMUM OF 2 D AYS.

RENTAL PROVIDED CLIENT WITH RENTAL VEHICLE FOR A MAXIMUM OF 2 D AYS.

99 ISP

(N/C)

\*\*\*\*\*

SPECIAL ORDER PARTS ARE RETURNED 30 DAYS AFTER CUSTOMER NOTIFICATION. ALL MAINTENANCE PLANS MUST BE COMPLETED WITHIN THE TIME AND MILEAGE LIMITATIONS FOR YOUR VEHICLE, WHICH CAN BE FOUND IN YOUR OWNER'S MANUAL	<b>LIMITED WARRANTY</b> * 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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items. ALL WARRANTY REPAIRS MUST BE COMPLETED PRIOR TO THE EXPIRATION OF WARRANTY (PLEASE SEE YOUR OWNER'S MANUAL).	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		SHOP/HAZMATS	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
CUSTOMER SIGNATURE	DATE	PLEASE PAY THIS AMOUNT	





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

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ





Alexandria, VA

08 JAN 2011



US DEPT OF TRANSPORTATION  
NATL HWY TRAFFIC SAFETY ADMIN  
OFFICE OF DEFECTS INVESTIGATION, NVS-210  
1200 NEW JERSEY AVE SE  
WASHINGTON, DC 20077-9382

20077+9382

