

Subject: FW: Invoice
Date: Thursday, August 04, 2011 8:08:08 AM
Attachments: [REDACTED]

From: Yon, Scott (NHTSA)
Sent: Thursday, August 04, 2011 7:15 AM
To: Reid, Randy (NHTSA)

Subject: FW: Invoice

Randy, can you have your staff add the attached to ODI 10373058 please?

Scott

Scott Yon
Direct: 202-366-0139
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139
Fax: 202-366-1767

From: [REDACTED]
Sent: Wednesday, August 03, 2011 10:39 AM
To: [REDACTED]
Subject: Fwd: Invoice

[REDACTED],

Attached is the invoice showing what was done on the car in January regarding the power steering pump.

[REDACTED]

-----Original Message-----
From: James Matus <jmatus@knauz.com>
To: [REDACTED] >
Sent: Wed, Aug 3, 2011 9:26 am
Subject: Invoice

<<...>>

James Matus
Karl Knauz BMW
Service Consultant
Accessory Champion
(847)604-5000 x6721
JMatus@Knauz.com

Karl Knauz BMW

407 Skokie Highway
Lake Bluff, IL 60044

CUSTOMER #: 62931

512597

KARL KNAUZ BMW

BMW / Mini
407 Skokie Hwy.
Lake Bluff, IL 60044
(847) 604-5000
www.knauz.com

INVOICE

PAGE 1

CHICAGO, IL
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 55 STEPHEN R PORCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CHILI-RED/	04	MINI COOPER	WMWRC33434T	[REDACTED]	18415/18418	T2937	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUN04 DD			17:00 06JAN11		0.00	VMC	06JAN11
R.O. OPENED		READY	OPTIONS: STK:N40172 ENG:1.6_LITER				
09:16 04JAN11		12:12 06JAN11					

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

A CUSTOMER REPORTS POWER STEERING WILL OFTEN CUT OUT WHEN DRIVING. WILL SOMETIMES RETURN WHEN IGN KEY CYCLED
BE BODY ELECTRICAL
481 CPC 275.86 275.86
1 32-41-6-778-425 RMFD POWER STEERING PUMP:324019 775.97 775.97 775.97
1 07-12-9-952-109 HOSE CLAMP:073000 3.51 3.51 3.51
1 83-29-0-429-576 HYDRAULIC FLUID CHF 11 S:832515 22.93 22.93 22.93

internal failure of ps pump test drove car and verified concern as described. diagnostic check confirmed power steering pump failing, internal short. replaced power steering pump. per internal failure.

B PERFORM MULTI-POINT VEHICLE INSPECTION (REGULAR PRICE \$49.95).
NC PROVIDE SERVICE AT NO CHARGE TO CUSTOMER
481 CPC 0.00 0.00

C PERFORM CAR WASH (REGULAR PRICE \$12.95)
CAUSE: PERFORM EXTERIOR WASH, VACUUM INTERIOR, CLEAN GLASS, CLEAN WHEELS, APPLY TIRE SHINE, AND HAND DRY VEHICLE
NC PROVIDE SERVICE AT NO CHARGE TO CUSTOMER
481 IPSC (N/C)

D PROVIDE KNAUZ LOANER VEHICLE TO CUSTOMER (REGULAR PRICE \$49.95 PER DAY)
NC PROVIDE SERVICE AT NO CHARGE TO CUSTOMER
481 IPSC (N/C)

E** CUSTOMER ADVISED L/F SIDE MARKER LIGHT DAMAGED
BE BODY ELECTRICAL
481 CPC 33.25 33.25
1 63-14-7-165-869 SIDE MARKER LIGHT, FRONT, LE:631410 47.11 47.11 47.11

replaced lf marker replaced marker assy per being broken

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
\$	\$		
Revised Estimate	\$		

***SHOP SUPPLY COSTS:** We have added a charge equal to _____% of the total cost of labor and parts, not to exceed \$_____, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	309.11
PARTS AMOUNT	849.52
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	15.46
TOTAL CHARGES	1174.09
LESS INSURANCE	15.05
SALES TAX	69.20
PLEASE PAY THIS AMOUNT	1228.24

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE