

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: 24-FEB-2011 APR 0 2011	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: NAPA State: CA Zip Code: [REDACTED]				Repository ☐	
				Reference No. 10384381	
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 WMWMF73538T [REDACTED]			Make: MINI		Model: COOPER
Date Purchased: April 2008		Dealer's Name and Telephone Number: Mini of San Francisco (877) 209-9322		Engine: 1.6 Liter No. of Cylinders: 4	
Original Owner: ☒		Dealer's City: San Francisco		Fuel Type: 91 octane unleaded	
Transmission Type: Automatic		☒ Antilock Brakes ☒ Cruise Control		Incident Date(s): 2/15/11 -17-FEB-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION, 060000 ENGINE AND ENGINE COOLING				Failure Mileage: 70000 Failure Speed: 65	
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)		☐ 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:	
				Number of Deaths:	
				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 2008 MINI COOPER. THE CONTACT WAS DRIVING 65 MPH WHEN THE VEHICLE BEGAN TO MAKE A RATTLING SOUND AND STOPPED ACCELERATING. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT THE TENSIONER GAVE WAY AND CAUSED THE TIMING CHAIN TO STRETCH. THE VEHICLE HAD NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 70,000.					
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)

Driving on freeway at 65 mph. Car began to shake and stopped accelerating. Loud rattling noise coming from engine when attempted to continue driving. Emergency lights put on and was able to move to emergency lane. Car stopped working/running. AAA called and towed to Dealer - did not drive car since incident on freeway. Major concern for safety as incident was sudden, unexplained, and occurred while driving at high speed on freeway with little time to react or consider safety precautions.

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

or call:

**Vehicle Safety Hotline
888-327-4236**



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



Alpina

CAR CENTER, INC.

BMW • PORSCHE • MERCEDEZ BENZ

Service & Repair

I hereby authorize the repair work listed hereon, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for purposes of testing, inspection or delivery at my risk. An express lien is acknowledged on said vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, or any other cause beyond your control. Customer agrees to pay all collection costs and/or attorney's fees in the event default is made in any payment due. If automobile is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembling) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

902 KAISER RD. • NAPA, CA 94558

707/257-3030

BAR NO. AM 092059

CUSTOMER
SIGNATURE

X

DATE

TERMS CASH: Unless arrangements made prior to authorization.
Cars left after work is completed may be subject to a storage fee.

2008 MINI

COOPER S

INVOICE #: 41558

LICENSE: MILEAGE: 69647

DATE/TIME : 2/16/11 12:45PM

VIN : WMMMF735381 BODY:

WRITTEN BY :

COLOR CD: TAG:

TYPE : CUSTOMER

ENGINE N:

HRS	EMP	LABOR DESCRIPTION	TOTAL
2		CK ENG LIGHT - RATTLE ON START UP - ROUGH AT IDLE AND RATTLES A BIT MORE ON TURNS. SCAN ENGINE CONTROL UNIT/CODE P0012 INLET CAM RETARDED.HAVE REPAIR AT MINI DEALER !	112.00

ESTIMATE OF REPAIRS: Includes all parts, labor, handling and diagnosis. If on closer analysis it is found that additional repairs are necessary, you will be contacted for authorization.

ORIGINAL ESTIMATE \$112.00

REVISED ESTIMATE TOTAL \$112.00

X

CUSTOMER SIGNATURE

DATE

I acknowledge notice and oral approval of an increase in the original estimated price.

- ALL PARTS AND LABOR GUARANTEED 6 MO. OR 6000 MI. UNLESS CAUSED BY MISUSE, ABUSE OR PERSONAL DAMAGE. WE WILL REPAIR OR REPLACE AT OUR OPINION ANY DEFECTIVE PARTS OR LABOR. ALL WORK TO BE DONE IN OUR SHOP ONLY. THIS DOES NOT INCLUDE TOWING CHARGES.

Pd 2/16/11
Visa

METHOD OF PAYMENT	PARTS	0.00
PAYMENT DATE / /	LABOR	112.00
	SUB TOT	112.00

TOTAL \$112.00

CUSTOMER #: 8T [REDACTED]

499539

BMW Concord
MINI of Concord

1967 MARKET STREET CONCORD, CALIFORNIA 94520

(925) 682-3577

INVOICE

PAGE 4

NAPA, CA [REDACTED]

HOME:

BUS:

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 418 MICHAL WARD

BAR # ARD045566 EPA # CAD981570088

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
MELLOW YEL		08	MINI COOPERS CONVERTI		WMWMF73538T			69648/69655		TS789
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE
24APR08		IS01MAR08	24APR2012	17:00 25FEB11			165.00	CASH		01MAR11
R.O. OPENED		READY		OPTIONS:						

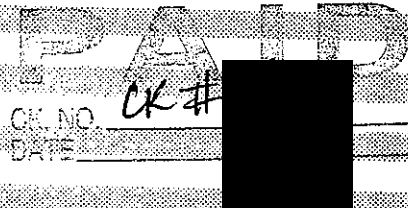
10:19 17FEB11 15:45 01MAR11

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
1 11-31-7-597-895 CHAIN TENSIONER:113050	44.58	44.58	44.58
69655 REPLACED TIMING CHAIN ASSY, CHAIN GUIDES, BOLTS, SPROCKET, VALVE COVER GASKET, TENSIONER. SET CAMSHAFT TIMING TO TDC PER REPAIR MANUAL. CLEANED SOLENOID VAVLE AND REINSTALLED ON TO VEHICLE. TOPPED OFF OIL 1 QUART. CLEARED FAULTS AND STARTED VEHICLE. CLEARED INTEGRATED FAULTS AND CHECKED MISFIRE DETECTION RATE. NO MISFIRES DETECTED. TEST DRIVE VEHICLE. PERFORMED VEHICLE FULL PROGRAMING WITH INTEGRATION LEVEL R056-10-11-512. RESET DRIVE VEHICLE			

EST: 2,095.06 25FEB11 15:50 SA: 418

THANK YOU FOR DOING BUSINESS WITH BMW CONCORD



BUSINESS HOURS

SERVICE DEPARTMENT HOURS

Monday-Saturday 7:00 a.m. to 6:00 p.m.

PARTS DEPARTMENT HOURS

Monday-Friday 8:00 a.m. to 5:30 p.m.

Saturday 8:00 a.m. to 3:00 p.m.

ORIGINAL ESTIMATE

\$ 2095.06

FINAL REVISED ESTIMATE

\$ 1978.20

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

DESCRIPTION	TOTALS
LABOR AMOUNT	1625.50
PARTS AMOUNT	322.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1948.34
LESS INSURANCE	0.00
SALES TAX	29.86
PLEASE PAY THIS AMOUNT	1978.20

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

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CUSTOMER #: 8T

499539

**BMW Concord
MINI of Concord**

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INVOICE

PAGE 3

BAR # ARD045566 EPA # CAD981570088

NAPA, CA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 418 MICHAEL WARD

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
MELLOW YEI	08	MINI COOPERS CONVERTI		WMWMF73538T		69648/69655		TS789
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
24APR08	IS01MAR08	24APR2012	17:00 25FEB11		165.00	CASH	01MAR11	
R.O. OPENED		READY		OPTIONS: DLR:04497 ENG:1.6 Liter				

10:19 17FEB11 15:45 01MAR11

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

26. !PRIORITY ONE!!! THIS VEHICLE HAS BEEN IN
RECENTLY FOR THE SAME ISSUES(S). PLEASE
INFORM SHOP FOREMAN WHEN THIS VEHICLE
ARRIVES & WHEN THE VEHICLE IS COMPLETED!!!

329 ISEM

(N/C)

69648 this is not a 26 repair. the repair before was carbon build
up.

G PLEASE CHECK HISTORY. RO 479866, 476208, 452023 AND 446359 PLEASE
REFER TO LINES D AND E FOR 26.

MEMO INFORMATION LINE

329 ISEM

(N/C)

H FREE COURTESY INSPECTION

FCIP FREE COURTESY INSPECTION PERFORMED

329 ISEM

(N/C)

I** CUSTOMER AUTH. TO REPLACE TIMING CHAIN.

S100 REPLACED TIMING CHAIN

329 CCM

1625.50 1625.50

1	11-31-7-568-241	GUIDE RAIL:113056	33.57	33.57	33.57
1	11-31-7-534-833	CHAIN TENSIONER:113055	16.05	16.05	16.05
1	11-31-7-534-771	BEARING BOLT:113099	5.50	5.50	5.50
2	11-31-7-534-768	BEARING BOLT:113099	5.50	5.50	11.00
1	11-31-7-550-461	GASKET RING:118526	1.00	1.00	1.00
1	11-31-7-546-697	SLIDE RAIL:113057	18.95	18.95	18.95
1	11-21-7-588-996	SPROCKET:11209921	38.02	38.02	38.02
1	11-21-7-585-184	HEX BOLT:11209510	4.08	4.08	4.08
1	11-36-7-545-863	TORX BOLT:113095	1.65	1.65	1.65
1	11-36-7-536-087	TORX BOLT:113095	1.65	1.65	1.65
1	11-12-7-572-851	SET OF PROFILE			
	GASKETS:118513		42.84	42.84	42.84
1	11-31-7-534-251	GASKET RING:118526	1.54	1.54	1.54
1	11-31-7-516-088	TIMING CHAIN:113030	102.41	102.41	102.41

BUSINESS HOURS

SERVICE DEPARTMENT HOURS

Monday-Saturday 7:00 a.m. to 6:00 p.m.

PARTS DEPARTMENT HOURS

Monday-Friday 8:00 a.m. to 5:30 p.m.

Saturday 8:00 a.m. to 3:00 p.m.

ORIGINAL ESTIMATE

\$

FINAL REVISED
ESTIMATE

\$

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF
AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and to minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

Printed in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq. For further information about Proposition 65: <http://www.cdph.ca.org/prop65.html>

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CUSTOMER #: 8T

499539

BMW Concord
MINI of Concord

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(925) 682-3577

INVOICE

PAGE 2

NAPA, CA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 418 MICHAEL WARD

BAR # ARD045566 EPA # CAD981570088

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
MELLOW YEI		08	MINI COOPERS CONVERTI		WMWMP73538T		69648/69655		TS789
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
24APR08	IS01MAR08	24APR2012	17:00 25FEB11			165.00	CASH	01MAR11	
R.O. OPENED		READY		OPTIONS: DLR:04497 ENG:1.6 Liter					

10:19 17FEB11 15:45 01MAR11

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

E CUSTOMER STATES THE ENGINE IS RUNNING EXTREMELY ROUGH AT IDLE AND
FEELS THERE IS A TIMING ISSUE, CHECK AND ADVISE. DIAG AUTH BY
E.C. 2.17 @ 9:29

S100 REPLACED TIMING CHAIN ON LINE I

329 ISEM

(N/C)

69648 CLIENT REPORTS ENGINE IS RUNNING EXTREMELY ROUGH AT IDLE AND
FEELS THERE IS A TIMING ISSUE. ALSO ON LINE D THERE IS A SERVICE ENGINE
WARNING LIGHT INDICATED. STARTED ENGINE AND VERIFIED VERY LOUD RATTLING
NOISE COMING FROM ENGINE AT IDLE AND WHILE MOVING INTO STALL. PERFORMED
INTEGRATED FAULT MEMORY CHECK. STORED FAULTS 2782 AND 2783 MISFIRE
SEVERAL CYLINDERS, 2773 AND 2772 CYL 1 MISFIRE, 277A AND 277B CYLINDER
4 MISFIRE, 277F CYLINDER 2 MISFIRE, 287D AND 287E INLET VANOS ACTUATOR
MOVEMENT. AT TIME OF FAULTS FUEL PRESSURE AT RAIL WAS NO LESS THAN 4.41
MPA. ROTATED ENGINE TO TDC AND LOCKED CRANKSHAFT. REMOVED VALVE COVER
AND FOUND CHAIN TENSIONER GUIDE METAL BRACKET BROKEN OFF AND SITTING
BETWEEN CHAIN. ATTEMPTED TO LAY DOWN TIMING JIG AND FOUND INTAKE
CAMSHAFT ROTATED FORWARD. CAMSHAFT TIMING NOT SET AT TDC. REMOVED CHAIN
TENSIONER AND INSTALLED SPECIAL TOOL 11 9 340 FOR DISTANCE MEASUREMENT.
CHAIN TENSIONER DISTANCE ABOUT 68.5 TO 69.0MM. REMOVED VANOS INTAKE
SOLENOID AND INSPECTED. FOUND SOLENOID PARTIALLY BLOCK WITH METAL
DEBRIS. RECOMMEND REPLACING ALL COMPONENTS ON PARTS LIST B STATED IN
SIB 11 02 07, REPROGRAM VEHICLE USING R56-10-11-510 OR HIGHER AND CLEAN
INTAKE SOLENOID. SUBMITTED P AND A. RECHECK VEHICLE AFTER REPAIRS FOR
ANYOTHER ISSUE DUE TO VEHICLE NOT DRIVEN TO PREVENT FURTHER DAMAGE.
*****CHECKED VEHICLE HISTORY AND FOUND R0479866, JUN10 WITH
53050 MILES AND FI SERVICE AND PROGRAMING WAS DONE FOR MISFIRE.
R0476208 MAY10 49862 MILES COULD NOT DUPLICATE SURGING ON FREEWAY.
R0452023 JULY WITH 29320 DECARBONING OF INTAKE VALVES, R0446359 APR09
WITH 27421 MILES HIGH PRESSURE PUMP
REPLACED. *****

F !!!PRIORITY ONE!!! THIS VEHICLE HAS BEEN IN RECENTLY FOR THE SAME
ISSUES(S). PLEASE INFORM SHOP FOREMAN WHEN THIS VEHICLE ARRIVES
& WHEN THE VEHICLE IS COMPLETED!!!

BUSINESS HOURS SERVICE DEPARTMENT HOURS Monday-Saturday 7:00 a.m. to 6:00 p.m. PARTS DEPARTMENT HOURS Monday-Friday 8:00 a.m. to 5:30 p.m. Saturday 8:00 a.m. to 3:00 p.m.	ORIGINAL ESTIMATE	FINAL REVISED ESTIMATE	DESCRIPTION	TOTALS	
	\$ _____	\$ _____	LABOR AMOUNT		
			PARTS AMOUNT		
			GAS, OIL, LUBE		
			SUBLET AMOUNT		
			MISC. CHARGES		
	NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.			TOTAL CHARGES	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		LESS INSURANCE		
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		SALES TAX		
			PLEASE PAY THIS AMOUNT		

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CUSTOMER #: 8T

499539

**BMW Concord
MINI of Concord**

1967 MARKET STREET CONCORD, CALIFORNIA 94520

(925) 682-3577

INVOICE

PAGE 1

NAPA, CA

HOME:

CONT:

BAR # ARD045566 EPA # CAD981570088

BUS:

CELL:

SERVICE ADVISOR: 418 MICHAEL WARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MELLOW YEI	08	MINI COOPERS CONVERTI	WMWMF73538T		69648/69655	TS789	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR08	IS01MAR08	24APR2012	17:00	25FEB11	165.00	CASH	01MAR11
R.O. OPENED		READY	OPTIONS: DLR:04497 ENG:1.6 Liter				

10:19 17FEB11 15:45 01MAR11

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

A BMW/MINI OF CONCORD SUPPLIED LOANER VEHICLE. ALL VEHICLES ARE DUE BACK WITHIN 18 HOURS OF COMPLETION OF REPAIRS. ALL VEHICLE ARE NON -SMOKING VEHICLES. THANK YOU FOR YOUR BUSINESS.

LOANER BMW/MINI OF CONCORD SUPPLIED LOANER VEHICLE. ALL VEHICLES ARE DUE BACK WITHIN 18 HOURS OF COMPLETION OF REPAIRS. ALL VEHICLE ARE NON -SMOKING VEHICLES. THANK YOU FOR YOUR BUSINESS.

329 ISEM

(N/C)

B ARIELLE SCH APPT 02 15@150

MEMO INFORMATION LINE

329 ISEM

(N/C)

C PER CALIFORNIA CODE REGULATION, CK & INFLATE EACH OPERATING TIRE TO RECOMMENDED TIRE PRESSURE RATING W/AIR OR NITROGEN, AS APPROPRIATE @ THE TIME OF PERFORMING ANY MAINTENANCE/REPAIR. DOCUMENT MEASUREMENT AFTER THE SERVICE IS PERFORMED.

TPP THE TECHNICIAN CHECKED & INFLATED EACH OPERATING TIRE TO THE RECOMMENDED TIRE PRESSURE RATING W/AIR OR NITROGEN, AS APPROPRIATE. TECHNICIAN INDICATED TIRE PRESSURE MEASUREMENTS AFTER THE SERVICE WAS PERFORMED IN THE NOTES.

329 ISEM

(N/C)

69648 SET TIRE PRESSURES TO 33 PSI FRONT AND REAR.

D CUSTOMER STATES THE CHECK ENGINE LIGHT IS ILLUMINATED, CHECK AND ADVISE. DIAGNOSIS AUTH BY E.C.

S100 SEE LINE E

329 ISEM

(N/C)

69648 SEE LINE E

BUSINESS HOURS SERVICE DEPARTMENT HOURS Monday-Saturday 7:00 a.m. to 6:00 p.m.	ORIGINAL ESTIMATE \$	FINAL REVISED ESTIMATE \$	DESCRIPTION	TOTALS
			LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
PARTS DEPARTMENT HOURS Monday-Friday 8:00 a.m. to 5:30 p.m. Saturday 8:00 a.m. to 3:00 p.m.	NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.		MISC. CHARGES	
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and perfluorinated compounds. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicle and vehicle components.

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BMW CONCORD

GENERAL INFORMATION		CERTAIN ITEMS MAY REQUIRE FURTHER DIAGNOSIS. THIS IS ONLY A VISUAL INSPECTION.	VEHICLE INFORMATION	
REPAIR ORDER #	444539		MILEAGE	69678
SERVICE ADVISOR #			YEAR	2008
TECHNICIAN #	451		MODEL	concord
DATE	3-1-11		CHASIS	

GENERAL INSPECTION	CONDITION			TECHNICIAN COMMENTS	PARTS	LABOR	TOTAL
	⊗	☹	☺				
INTERIOR			✓				
EXTERIOR			✓				
LIGHTS			✓				
WIPER BLADES			✓				
RUNABILITY			✓				

UNDER HOOD INSPECTION	TECHNICIAN COMMENTS						
HOSES				✓			
BELTS				✓			
BATTERY				✓			
MICROFILTERS (E39, E38)				✓			
WATER PUMP				✓			
FILTERS				✓			
AIR CONDITIONING				✓			

FLUID INSPECTIONS	TECHNICIAN COMMENTS						
ENGINE OIL				✓			
COOLANT				✓			
BRAKE FLUID				✓			
P/STEERING FLUID				✓			
WASHER FLUID				✓			
FLUID LEAKS				✓			

UNDER VEHICLE INSPECTION	TECHNICIAN COMMENTS						
TIRE CONDITION			✓		needs front tires scan		
FRONT BRAKES				✓	4mm		
REAR BRAKES				✓	7.1mm		
C.V. BOOTS				✓			
DRIVE LINE				✓			
DIFFERENTIAL LEAK				✓			
TRANS LEAK				✓			
TRANSFER CASE LEAK				✓			
EXHAUST SYSTEM				✓			
FRONT SUSPENSION				✓			
REAR SUSPENSION				✓			
CLUTCH				✓			
MAINT.				✓			
WARNING LIGHTS				✓			
OTHER							

TIRE MEASUREMENTS 145/55/R16 87V Goodyear 33 fcs	BALL JOINT MEASUREMENTS	TOTAL QUOTE
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LF 1.8	RF 1.6mm
LR 5.1mm	RR 5.5mm

LF	RF
LR	RR

