

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10442201-5968

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaintACTUATOR RELAYS NEEDED
Date: Wednesday, January 04, 2012 9:08:05 AM
Attachments: [RR Trans 2011.pdf](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Tuesday, January 03, 2012 10:26 PM

Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaintACTUATOR RELAYS NEEDED

I believe [REDACTED] is referring to a discussion with the Hotline operator, perhaps?

Anyway, the invoice he refers to is attached and he would evidently like it to be filed as supporting correspondence.

It must be nice to own a 98 Rolls Royce, LWB, Silver Spur – but not so nice to receive a \$1700 bill to replace actuator relays at only 60,000 miles.

Thanks,
Bob

P.S. – [REDACTED] was the founder of Digital Equipment Corp. (DEC) ... he died in early 2011. I wonder if there's any relation.

Digital was a major computer company for over 30 years until it was sold to Compaq in the late 90's which later merged with HP. Parts of DEC also went to Intel.

From: Silletti, Andrew CTR (VOLPE)
Sent: Tuesday, January 03, 2012 2:32 PM
To: Artemis HelpDesk (VOLPE)
Subject: FW: Acknowledgement from NHTSA/ODI of your safety complaint

From: [REDACTED]
Sent: Tuesday, January 03, 2012 2:06 PM
To: donotreplyodi (VOLPE)
Subject: Re: Acknowledgement from NHTSA/ODI of your safety complaint

Hi, Thanks for your prompt response, here is the invoice we discussed concerning our 98 Rolls Royce, LWB, Silver Spur.

From: [US DOT NHTSA](#)

Sent: Tuesday, January 03, 2012 10:29 AM

To: [REDACTED]

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10442201](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://nhthqnwas700.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://nhthqnwas700.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://nhthqnwas700.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

BENTLEY SAN FRANCISCO

999 Van Ness Avenue
San Francisco, CA 94109
(415) 776-7700
www.bmcd.com



Mission Statement:

"We are a team committed to providing value, quality and excellence in sales and service; inspired by our customers' standards and the Qvale family reputation for integrity since 1947."

CUSTOMER #: WC [REDACTED]

278036

INVOICE

PAGE 2

SAN FRANCISCO, CA [REDACTED]

HOME [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 132 BILLY EDMONDS-BENTLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	98	ROLLS ROYCE SILVER S	SCAZN19C1WC [REDACTED]		59589/59589	TY773
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN98 DD		01JAN2001	16:30 13MAY11		0.00 EOM	24JUN11
R.O. OPENED	READY	OPTIONS: DLR:0517 ENG:L410MT2V				
05MAY11	24JUN11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
VEHICLES REQUESTED WORK COMPLETE							

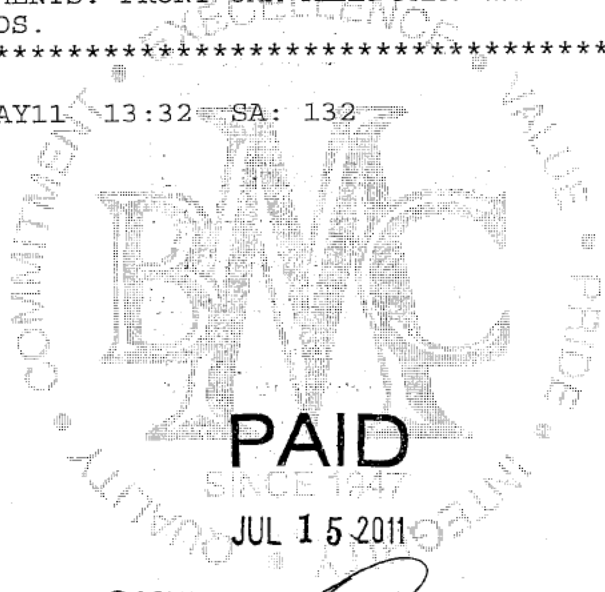
E PERFORM MULTI-POINT INSPECTION

MPI PERFORM MULTI-POINT INSPECTION
3199 IRR

(N/C)

59589 PERFORMED MULTIPLE POINT INSPECTION. TURNED THE INSPECTION SHEET INTO SERVICE WRITER. TIRE PRESSURES SET TO FRONT 32PSI REAR 36PSI. BRAKE PAD MEASUREMENTS: FRONT 8MM REAR 9MM. TIRE TREAD DEPTH: FRONT 6/32NDS REAR 6/32NDS.

EST: 367.00 05MAY11 13:32 SA: 132



CASH _____ M/C-VISA _____
CHECK _____ BY *Billy*

EOM	ORIGINAL ESTIMATE: \$		FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
	Hours:	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL
Monday - Friday							1511.20
7:30 am - to 6:00 pm							PARTS AMOUNT
							182.25
							GAS, OIL, LUBE
							0.00
							SUBLET AMOUNT
							0.00
							MISC. CHARGES
							0.00
							TOTAL CHARGES
							1693.45
							ADJUSTMENTS
							0.00
							SALES TAX
							17.31
							PLEASE PAY THIS AMOUNT
							1710.76

BENTLEY SAN FRANCISCO

999 Van Ness Avenue
San Francisco, CA 94109
(415) 776-7700
www.bmcd.com



Mission Statement:

"We are a team committed to providing value, quality and excellence in sales and service; inspired by our customers' standards and the Qvale family reputation for integrity since 1947."

CUSTOMER #: WC [REDACTED]

278036

INVOICE

PAGE 1

SAN FRANCISCO, CA [REDACTED]

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 132 BILLY EDMONDS-BENTLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	98	ROLLS ROYCE SILVER S	SCAZN19C1WC [REDACTED]		59589/59589	TY773
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
01JAN98 DD		01JAN2001	16:30 13MAY11		0.00 EOM	24JUN11
R.O. OPENED	READY	OPTIONS: DLR:0517 ENG:L410MT2V				
05MAY11	24JUN11					

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

A CUSTOMER STATES WHEN SELECTING DRIVE FROM PARK SOMETIMES THE POSITION LETTER WILL NOT ILLUMINATE & IT IS NOT OBVIOUS WHAT GEAR THE TRANSMISSION IS IN. WHEN SELECTING PARK FROM DRIVE, SOMETIMES "D" WILL NOT ILLUMINATE. IF THE CAR IS THEN SHUT IT CANNOT BE RESTARTED

S10 INITIAL DIAGNOSIS						415.00	415.00
3199 CRR1							
S10 REPAIR FOLLOWING DIAGNOSIS						1096.20	1096.20
3199 CRR1							
1 UD72225 JOINT COVER				6.42	6.42	6.42	6.42
3 UD75823 MICRO RELAY				58.61	58.61	58.61	175.83

59589 VERIFY CUSTOMER CONCERN. CHECK FUSE 4AMP F1 AND FUSE 20AMP F2 BOTH FUSE OK. REMOVE TOP ROLL FACIA TRIM PANEL CHECK CONNECTOR RED 6 WAY CONNECTOR, BLACK CONNECTOR 6WAY AND BLUE 6WAY CONNECTOR. ALL SECURE. REMOVE DIP & REMOVE ALL THE CONNECTORS TO THE DIP. ALL CONNECTORS TO THE DIP ARE SECURE. REMOVE GEARCHANGE ACTUATOR, REMOVE THE COVER, FOUND 2 BROKEN WIRES AND REPLACED 3 ACTUATOR RELAYS. REFIT ALL PARTS REMOVE PERFORMED FUNCTION CHECKS, OPERATING THE SAME AS SIMILAR / LIKE VEHICLES. NOTED DURING SERVICE THE DIP INTERMITTENTLY WORKS REQUESTED WORK COMPLETE

B CUSTOMER STATES THE SEAT POSITION MEMORY FUNCTION DOES NOT WORK

S10 NO FAULT FOUND						0.00	0.00
3199 CRR1							

D CUSTOMER REQUESTS TO SET THE DOOR LOCKS TO LOCK AUTOMATICALLY WHEN BEGINNING TO DRIVE

S10 MAINTENANCE SERVICE						0.00	0.00
3199 CRR1							

59589 SET THE DOOR LOCKS TO LOCK AUTOMATICALLY WHEN BEGINNING TO DRIVE PERFORMED FUNCTION CHECKS, OPERATING THE SAME AS SIMILAR / LIKE

Hours:	ORIGINAL ESTIMATE: \$		FINAL REVISED ESTIMATE: \$		DESCRIPTION		TOTALS
	DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	
Monday - Friday							LABOR AMOUNT
7:30 am - to 6:00 pm							PARTS AMOUNT
							GAS, OIL, LUBE
							SUBLET AMOUNT
							MISC. CHARGES
							TOTAL CHARGES
							ADJUSTMENTS
							SALES TAX
							PLEASE PAY THIS AMOUNT

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. BAR# ARD 223516 EPA# CAL 000265432

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. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26249.5 et seq.) For further information about Proposition 65: <http://www.oehha.org/prop65.html>

CUSTOMER COPY

TAKAHASHI Business Forms (209) 839-1081