


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

Form Approved: O.M.S. No. 2127-0008

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|---|--|--|--|---|---|
|  <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p> | <p>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</p> | | | <p>FOR AGENCY USE ONLY 100148</p> | |
| | <p>OWNER INFORMATION (Type or Print)</p> | | | <p>Date Received MAY 23 2012 08-MAY-2012</p> | <p>Repository <input type="checkbox"/> Reference No. 10457775</p> |
| <p>Name [REDACTED]</p> | | | <p>Daytime Telephone Number [REDACTED]</p> | | <p>E-mail Address [REDACTED]</p> |
| <p>Address [REDACTED]</p> | | | <p>Evening Telephone Number [REDACTED]</p> | | |
| <p>City BETHESDA</p> | | <p>State MD</p> | <p>Zip Code [REDACTED]</p> | | |
| <p>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).</p> | | | | | |
| VEHICLE INFORMATION | | | | | |
| <p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WBAHN83546D [REDACTED]</p> | | | <p>Make BMW</p> | <p>Model 750LI</p> | <p>Model Year 2006</p> |
| <p>Date Purchased</p> | <p>Dealer's Name and Telephone Number</p> | | <p>Engine: No: Cylinders</p> | | <p>Fuel Type:</p> |
| <p>Original Owner <input type="checkbox"/></p> | <p>Dealer's City</p> | | <p>State</p> | <p>Zip Code</p> | |
| <p>Transmission Type</p> | <p><input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p> | <p>Powertrain</p> | <p>Multiple Failure:</p> | | <p>Incident Date(s) 08-MAY-2010</p> |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| <p>Vehicle Component Code: 140000 AIR BAGS</p> | | | | <p>Failure Mileage 52206</p> | <p>Failure Speed 0</p> |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE | | | | | |
| <p>Tire Make</p> | | <p>Tire Model (Name or Number)</p> | | <p>Tire Size (Example P215/65R15)</p> | |
| <p>DOT No. (Example: DOTM19ABC036)</p> | | <p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p> | <p>Failure Location:</p> | | |
| <p>Tire Component Code</p> | | | | <p>Tire Failure Type:</p> | |
| ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE | | | | | |
| <p>Make:</p> | | <p>Date Manufactured:</p> | | <p>Model No./Name:</p> | |
| <p>Seat Type:</p> | | <p>Installation System:</p> | | | |
| <p>Child Seat Component Code:</p> | | | <p>Failed Part:</p> | | |
| APPLICABLE INCIDENT INFORMATION | | | | | |
| <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i> | | | | | |
| <p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> | <p>Number of Persons Injured</p> | <p>Number of Deaths</p> | <p>Reported to Police N</p> | |
| <p>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).</p> | | | | | |
| <p>T.* THE CONTACT OWNS A 2006 BMW 750LI. THE CONTACT STATED THAT THE AIR BAG LIGHT ILLUMINATED CONSTANTLY. THE VEHICLE WAS TAKEN TO THE DEALER, WHO INSPECTED THE AIR BAGS AND DISCOVERED THAT THE FRONTAL AIR BAG SENSOR AND CONTROL MODULE WAS DEFECTIVE, ALONG WITH THE CLOCK SPRINGS. AN AUTHORIZED DEALER STATED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL ASSOCIATED WITH NHTSA CAMPAIGN ID NUMBER 08V384000 (AIR BAGS-FRONTAL). THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THERE WERE NO RECALLS OR WARRANTIES ADDRESSING THE FAILURE. NO FURTHER ASSISTANCE WAS OFFERED. THE FAILURE MILEAGE WAS 52,206.</p> | | | | | |
| <p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p> | | | | | |
| <p>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.</p> | | | | | |

CUSTOMER #: R153432

105022



BMW of Rockville

INVOICE

BETHESDA, MD

PAGE 1

1450 Rockville Pike - Rockville, MD 20852 (301) 984-8989

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

SERVICE ADVISOR: 1741 CHRIS ARILLO

| COLGR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------|------------|------------|--|------------|------------------|---------|-----------|
| MONACO-BLU | 06 | BMW 750LI | WBAHN83546D | [REDACTED] | 52602/52602 | T4422 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | P.O. NO. | RATE | PAYMENT | INV. DATE |
| 17AUG05 | DD01JUL05 | 17AUG2009 | WAIT 08MAY12 | | | CASH | 08MAY12 |
| R.O. OPENED | | READY | OPTIONS: DLR:56000 ENG:4.8 LITER TRN:AUTOMATIC | | | | |

09:00 08MAY12 09:46 08MAY12

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|--------|--------|
| A | | | | | | | |
| A CUST/STATES PASSENGER SIDE AIR WARNING MESSAGE PLEASE CHECK | | | | | | | |
| DIAG DIAGNOSTIC CHARGE | | | | | | | |
| | | | | 1725 | C | 139.00 | 139.00 |
| DR CUSTOMER DECLINED RECOMMENDED REPAIRS | | | | | | | |
| | | | | 1725 | C | 0.00 | 0.00 |

52602 PERF SHORT TEST NOTED GATEWAY MODULE & SZL FAULTY. CUSTOMER DECLINED, EST. \$2697.98 SLS BRIAN

AIR BAGS CONTROL module

CLOCK SPRINGS

PAID MAY 8 2012

| | | |
|--|------------------------|--------|
| <p>STATEMENT OF DISCLAIMER</p> <p>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/item/s.</p> | DESCRIPTION | TOTALS |
| | LABOR AMOUNT | 139.00 |
| PARTS AMOUNT | 0.00 | |
| GAS, OIL, LUBE | 0.00 | |
| SUBLET AMOUNT | 0.00 | |
| MISC. CHARGES | 0.00 | |
| TOTAL CHARGES | 139.00 | |
| LESS INSURANCE | 0.00 | |
| SALES TAX | 0.00 | |
| CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | 139.00 |

Mervyn House 68 1057 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufactured Special Policy Adjustment Programs: Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or free.

Repair Order # 105022



BMW of Rockville

Prepared for
 [REDACTED]
 BETHESDA, MD [REDACTED]
 [REDACTED]
Prepared by
 Chris Arillo
 05/08/2012

| Vehicle Information | | | |
|---------------------|------------------------|--------------------|---------|
| Year | Make | Model | Mileage |
| 2006 | BMW | 750LI | 52602 |
| VIN | WBAHN83546D [REDACTED] | License [REDACTED] | |

Our Commitment

Thank you for choosing BMW of Rockville to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so we can service your vehicle in the most comprehensive and economical way possible.

Customer Concern/Request

The following service(s) have been performed on your vehicle:

| Customer Issue | Corrective Action |
|--|---------------------------------------|
| CUST/STATES PASSENGER SIDE AIR WARNING | DIAGNOSTIC CHARGE |
| MESSAGE PLEASE CHECK | CUSTOMER DECLINED RECOMMENDED REPAIRS |

[REDACTED]
[REDACTED]
BETHESDA, MD [REDACTED]

Tel: [REDACTED]

email: [REDACTED]

May 8, 2012

**Mr. Willisch Ludwig
President
BMW of North America
300 Chestnut Ridge Road
Woodcliff Lake, NJ 07677**

**Sub: BMW 750 Li; Vin #WBAHN83546D [REDACTED] Illumination
of Air Bag Warning Light 10 Years Extended Warranty**

Dear Mr. Ludwig:

I took above car for fixing Air Bag Light at Rockville BMW today when I learned at a cost of \$139.00 (Diagnostic Charges) that only some manufacturing defects are covered and others are not.

This partial extended warranty does not make any sense when it is a established fact that 2006 BMW 750Li does have the inherent air bag illumination problem and warranty should be inclusive of all defects.

I am enclosing the copy of invoice for your perusal and request that you extend the warranty repairs to my car for fixing this Air Bag issue.

Thank you,

Sincerely,

[REDACTED]
Encl: a/a

BMW

May 16, 2012

[REDACTED]
Bethesda, MD [REDACTED]

Dear [REDACTED],

2006 BMW 750Li, VIN: D [REDACTED]

This letter is in reference to our telephone conversation on May 16, 2012. This letter is in regard to the above-referenced vehicle.

We have reviewed the vehicle's service history, and at this time, no assistance will be offered for repairs outside of warranty.

As of today, the file is closed. We apologize that we were unable to satisfy your expectations. However, our authorized BMW centers are always available to discuss any issues with your vehicle.

Kind regards,

A handwritten signature in black ink, appearing to read 'E. Vicedomini'.

Eric Vicedomini
Executive Customer Assistance Manager
Customer Relations and Services

Company
BMW of North America, LLC

BMW Group Company

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