

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

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

 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 JUL - 3 2012 13-JUN-2012		Repository ☐
				Reference No. 10461460		
OWNER INFORMATION (Type or Print)						
Name		Address		Daytime Telephone Number		E-mail Address
City		State	Zip Code	Evening Telephone Number		
AKRON		OH				
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			Make	Model	Model Year	
WB1048003AZ			BMW	R 1200 GS ADV US	2010	
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:	
3/12/10	SILVERADO 749-2763			No: Cylinders	P, engine	
Original Owner	Dealer's City	State	Zip Code	Twin cylinder		
	CLEVELAND	OH	44104			
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)	
	☒ Cruise Control		TAFE = 11,500		12-JUN-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)				Failure Mileage	Failure Speed	
				1500	0	
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: DOTM9ABC036)	☐ 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 0	Number of Deaths 0	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 2010 BMW R1200GS ADVENTURE MOTORCYCLE. THE CONTACT STATED THAT THE FUEL STRIP SENSOR FAILED. THE FUEL GAUGE WOULD PROVIDE INACCURATE READINGS AND INDICATE THAT THE FUEL TANK WAS FULL WHEN IT WAS ACTUALLY EMPTY. THE FUEL STRIP SENSOR WAS REPAIRED AT LEAST THREE TIMES BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE WHO OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS 1,500 AND THE CURRENT MILEAGE WAS 11,500.						
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.						

Sill's Motor Sales

1901 Brookpark Rd.
Cleveland, OH 44109
(216) 749-1363

Fax: (216) 398-1244 Email: sillsmotor@aol.com

3/27/10

DATE
STREET ADDRESS
CITY
STATE
RES. PHONE
BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING
☒ NEW ☐ USED ☐ CAR ☒ MC
YEAR MAKE MODEL TYPE
2010 BMW R1200 GS ADV
COLOR SERIAL NO. TO BE DELIVERED ON OR ABOUT
Grey Smoke WB1048003AZ 7/5/10
SALESMAN
Dominic

CASH PRICE OF UNIT 19873 00

ALL FACTORY OPTIONS
including NAVY GPS
+ THREE ALUM PANNIER

FACTORY:
TPM
ALARM
TO BE ADDED FREE
OF CHARGE AT FIRST
SERVICE

INSTALLATION OF ACCESSORIES 3094 00
EXTENDED SERVICE POLICY - 0 -

CASH PRICE 22967 00
TAX 1492 86
TEMP TAG TRANSFER TITLE REGISTRATION 75 00

1. TOTAL CASH PRICE DELIVERED 24534 86
2. CASH DOWN PAYMENT DEPOSIT ON ORDER 1000 00
CASH ON DELIVERY
3. TRADE IN
LESS BALANCE OWING TO
4. TOTAL DOWN PAYMENT (2+3) 1000 00
5. UNPAID BALANCE OF CASH PRICE (1-4) 23534 86

Warranty
☒ New vehicle warranty as outlined by manufacturer
☐ Sold As Is
☐ Sold with warranty. We, the dealer, warranty this vehicle for 30 days or 1000 miles whichever comes first after date of delivery on a 50-50 basis of parts and labor used. (Owner pays half and dealer pays half of total retail cost of parts and labor used.) All repairs must be made in our service shop. We do not guarantee speedometer reading, tires, battery, glass, radio, accessories or exhaust system.

I hereby accept this vehicle having inspected to my satisfaction, and any defects are noted below.

DESCRIPTION OF TRADE IN
YEAR MAKE MODEL
TYPE SERIAL NO.
COLOR TRIM TITLE NO.

I understand that this vehicle is sold with a limited factory warranty, to which it is my responsibility as a customer to uphold the warranty with the 1st check-up of the vehicle at 600 To 1000 miles/hours at the customer's expense.

Customer

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

BMW Motorrad USA

2010 R12ADV

Manufacturer's Suggested Base Retail Price	\$	17,000.00
Options and Additional Charges: (Optional equipment may supersede standard equipment; check with your authorized dealer)		
Smoke Grey MET	\$	0.00
ESA (Electronic Suspension)	\$	800.00
Heated Grips	\$	250.00
On Board Computer	\$	295.00
Integral ABS II	\$	1,100.00
Enduro Transmission	\$	0.00
Saddle Bag Mounts for ALU	\$	350.00
Market Launch Equipment	\$	0.00
Control Operator Concept	\$	0.00
Fog Lights	\$	450.00
Destination	\$	495.00
Total Suggested Retail Price	\$	20,740.00

* Pre-Delivery Assembly (PDA) charges are included in MSRP
www.bmwmotorcycles.com

Engineering and Safety Features

Engine

- Type Air-cooled/oil-cooled Boxer twin-cylinder
- Bore x Stroke 101.0 mm x 73.0 mm
- Displacement 1170 cc
- Horsepower 110 bhp @ 7750 rpm
- Fuel Requirement Premium Unleaded
- Fuel Capacity 8.7 U.S. gallons including 1 gallon reserve
- Charging System 720 Watts @ 14 Volts
- Battery 12 Volts 14 Amps/hour low maintenance

Drivetrain

- Clutch 180 mm dry, single plate with hydraulic actuation

Brakes

- Brake System BMW
- Front Brakes Two, four-piston fixed calipers
- Rear Brake Single, two-piston floating caliper
- Rear Rotor 10.4 inch single, fixed rotor

Wheels and Tires

- Front Wheel 110/80 x 19 tubeless
- Rear Wheel 150/70 x 17 tubeless

Dimensions

- Seat Height 35.0 inches
- Weight Wet 564 lbs. excluding options&accessories

The BMW Advantage

- 3 year/36000 miles limited warranty
- 5 year limited emissions warranty
- BMW Roadside Assistance Program, 3 yrs/36000 miles

VIN : WB1048003A2

Port of Entry
MPC Location
Production Facility

JERSEY CITY, NEW JERSEY
PORT JERSEY, NJ
BERLIN

Sold To:
Sill Motor Sales Co.
1901 Brookpark Rd
Cleveland, OH
(800) 262-4537 15219

Ship To:
Sill's Motor Sales Company
1901 Brookpark Rd
Cleveland, OH
(800) 262-4537 15219



Sill's Motor Sales
1901 Brookpark Road
Cleveland, Ohio 44109
(216) 749-1363
www.sillsmotor.com



Year _____ Point of Sale _____ Engine Info _____ Page 1
Make _____ P.O.S. _____
Model _____ Job Type INVOICE Date Started 07/30/10
License # _____ Odometer In 1959 Date Completed 07/30/10
Vin # _____ Odometer Out 1973 Invoice #: 5571
Phone _____
Pay Method = CASH 39.87

Part Number	Qty	Description	Price	Extension
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Estimate

(Under Ohio law) you have the right to an estimate if the expected cost of repairs or services will be more than twenty five dollars. Initial your choice:

_____ Written estimate
_____ Oral estimate
_____ I do not request an estimate Labor Rate

A DIAGNOSIS

Reported Problem	R&R Fuel sensor		
	Install Oil cooler cover		
	A DIAGNOSIS Total		0.00

LABOR

0.50	-installed oil cooler protector and skid plate	70.00	35.00
	-test ride-- all good		
	LABOR Total		35.00

PARTS

B11318521660	1.00 cam position sensor		
B16147675547 Sensor	1.00 Fuel Sensor		
	PARTS Total		0.00

SUPPLIES

Shop Supplies	1.00 Shop supplies	2.00	2.00
	SUPPLIES Total		2.00

WARRANTY

1.00 -confirmed customer complaint -- fuel gauge does not register
-ran GT-1 diagnostics -- bad fuel level sender
-initialized new sender and installed
-- fuel level is now displayed in KOMBI
-performed camshaft sensor recall

Sub Total	<u>37.00</u>
Sales Tax	<u>2.87</u>
Total	<u>39.87</u>

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto.
CUSTOMER ACKNOWLEDGES RECEIPT HEREOF.

Signed _____

S Motor Sales
1901 Brookpark Road
Cleveland, Ohio 44109
(216) 749-1363
www.sillsmotor.com

Year Point of Sale EngineInfo Page 2
Make P.O.S.
Model Job Type INVOICE Date Started 07/30/10
License # Odometer In 1959 Date Completed 07/30/10
Vin # Odometer Out 1973 Invoice #: 5571
Phone
Pay Method = CASH 39.87

Part Number	Qty	Description	Price	Extension
		-test ride -- all good		
		WARRANTY Total		0.00

Sub Total	37.00
Sales Tax	2.87
Total	39.87

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Signed _____

MATHIAS CYCLE SALES & SERVICE

851 COMMERCIAL AVE SE
NEW PHILADELPHIA, OH 44663
330-308-8868

Invoice

Ticket Number: 21578

Salesperson: GENE

Cashier: GENE

Date: 3/28/2012

Sold To:

AKRON, OHIO

Line Item Breakdown

<u>Sold</u>	<u>S/O</u>	<u>Lay</u>	<u>P/U</u>	<u>Part Number</u>	<u>Src</u>	<u>Cat</u>	<u>Description</u>	<u>Price</u>	<u>Discount</u>	<u>Sold Now</u>	<u>Special Order Bin</u>
1				0316-0024	PU	036	Tire TRNC EXP 110/80R-19	\$186.95	\$175.00	\$175.00	\$0.00
1				0317-0088	PU	036	150/80/17	\$234.95	\$205.90	\$205.90	\$0.00
5.25				FUEL	LS2	072	MARATHON (HT)	\$4.15	\$4.15	\$21.79	\$0.00

Tax Detail Breakdown

	<u>Sold Now/Pickup</u>	<u>Special Order/Layaway</u>
Tusc Co 6.5 %	\$26.18	
Total Taxes:	\$26.18	\$0.00

Summary

Subtotal	\$443.69	\$0.00
Less Discount	\$41.00	\$0.00
Special Handling	\$0.00	\$0.00
Taxable Subtotal	\$402.69	\$0.00
Sales Tax	\$26.18	\$0.00
Non-Taxable Subtotal		\$0.00
Invoice Total	\$428.87	\$0.00
Amount Applied to this Invoice	\$0.00	
Amount To Collect Now	\$428.87	\$0.00
Total Amount Due		\$428.87
	VISA	\$428.87

THANK YOU



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Akron Oh.
Home

Year 2010 EngineInfo
Make BMW
Model R 1200 Adv.
License # [REDACTED]
Vin # WB1048003AZ [REDACTED]
Phone [REDACTED]
Pay Method = CASH 82.68

Job Type INVOICE
Odometer In 7920
Odometer Out 7936

Date Started 09/10/11
Date Completed 09/12/11
Invoice #: 7748

Page 1

Part Number	Qty	Description	Price	Extension
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Estimate

(Under Ohio law) you have the right to an estimate if the expected cost of repairs or services will be more than twenty five dollars. Initial your choice:

☐ Written estimate
☐ Oral estimate
☐ I do not request an estimate

Labor Rate

A DIAGNOSIS

Reported Problem

Customer requests - Fuel gauge not working properly, Intermittant stalling from start out in 1st gear, L. Frt. turn indicator intermittant, check throttle response, feels strange at times.

A DIAGNOSIS Total 0.00

LABOR

1.00	-checked resistance of fuel level sender -- good 36.4 ohms on one circuit and 4.65K on other-- perfect -added 2gal. of gas--gauge went up and distance recalculated--distance went down as riding--everything working as it should--distance to empty is not an exact figure please still use trip gauge if wanting to run bike close to empty -checked for fault codes -left front t-sig had a fault code --cannot see anything wrong--replaced bulb and tightened connector-- may have been loose--no problem on test ride -reset idle actuator calibration	70.00	70.00
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Sub Total	76.73
Sales Tax	5.95
Total	82.68

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Signed _____



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Akron Oh
Home

Year 2010 EngineInfo
Make BMW
Model R 1200 Adv.
License # [REDACTED]
Vin # WB1048003AZ [REDACTED]
Phone [REDACTED]
Pay Method = CASH 82.68

Job Type INVOICE
Odometer In 7920
Odometer Out 7936

Date Started 09/10/11
Date Completed 09/12/11
Invoice #: 7748

Page 2

Part Number	Qty	Description	Price	Extension
		-reset exhaust flap calibration -I think there is some bad gas in the tank again-- advise customer -- we can either drain it now at his cost or he can keep it topped up and use a steady diet of the BMW fuel system cleaner--I think garage must be damp and poor quality gas is absorbing this dampness--after fuel level was topped off no problems were evident--see if customer agrees that stalling happens at low fuel levels only -when the traction control kicks in it gives an odd feeling of acceleration. Sometimes it kicks on so fast that the light does not light up or you just don't see it		
		LABOR Total		70.00
<u>PARTS</u>				
863217169203	1.00	amber bulb	3.23	3.23
		PARTS Total		3.23
<u>SUPPLIES</u>				
Shop Supplies	1.00	Shop supplies	3.50	3.50
		SUPPLIES Total		3.50

Sub Total	76.73
Sales Tax	5.95
Total	82.68

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CUSTOMER ACKNOWLEDGES RECEIPT HEREOF.

Signed _____

AKRON-CANTON 442

28 JUN 2012 PM 5 T



AKRON OH

NHTSA Headquarters
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

