

 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 FEB 19 2013 16-NOV-2012		Repository <input type="checkbox"/> Reference No. 10484964	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	CONDORD	State	CA	Zip Code
<i>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).</i>				
VEHICLE INFORMATION				
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year
WBAEK734X4E		BMW	645CI	2004
Date Purchased	Dealer Name and Telephone Number		Engine:	Fuel Type:
5/26/2007	Weaverford BMW 190974-2269		No: Cylinders	Premium
Original Owner	Dealer's City	State	Zip Code	
<input type="checkbox"/>	Berkeley	CA	94700	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
Auto	<input type="checkbox"/> Cruise Control			01-OCT-2012
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Code: BRAKES (PWS)			Failure Mileage	Failure Speed
			150000	
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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police
		0	0	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 2004 BMW 645CI. THE CONTACT STATED THAT THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN ID NUMBER 10V446000 (SERVICE BRAKES, HYDRAULIC:POWER ASSIST:VACUUM). THE CONTACT STATED THAT A YEAR AFTER THE REPAIRS WERE COMPLETED, A BRAKE FAILURE OCCURRED AND THERE HAD NOT BEEN A FAILURE PRESENT BEFORE THE VEHICLE WAS SERVICED UNDER THE RECALL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS CONFIRMED THAT THE MASTER CYLINDER AND BOOSTER HAD FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED ABOUT THE ISSUE. THE FAILURE MILEAGE WAS 150,000 AND THE CURRENT MILEAGE WAS 150,100.				
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.				

East Bay BMW

4350 ROSEWOOD DRIVE
PLEASANTON, CA 94588-3002

925-463-2555

THE ULT

East Bay BMW #99184
350 Rosewood Dr
Pleasanton, CA 94588
925-463-2555

TOUR WE
www.eastba

07/02/12 08:10 AM
ord Type: DTSC
ord Acct: XXXXXXXXXXXX
ord Exp: XX/XX
ustomer: 73844
nual key

ransaction Type: SALE
ans Serial #: 18787485
th Code: 00288R
mount: \$174.95

agree to pay the indicated amount.
nd to be bound by the terms of the
rd member agreement.

CUSTOMER No. 73844		ADVISOR JAMES BURKE	519
RESIDENCE PHONE		LABOR RATE	LICENSE No.
BUSINESS PHONE		YEAR / MAKE / MODEL 04/BMW/6-SERIES/2DR CONV	MILE
RESIDENCE ADDRESS BENICIA, CA		VEHICLE I.D. No. W B A E K 7 3 4 X 4 B	F.T.E. No.
COMMENTS		P.O. No.	

LABOR & PARTS
J# 1 40BMZ BRAKES TECH(S): 574
CUSTOMER STATES THAT BRAKES ARE IN-OP
FOUND BRAKE BOOSTER HAS FAILED. NO OIL FOUND IN BOOSTER
REC DOING MASTER CYL
DECLINED. CAR BEING TOWED OUT

JOB # 1 TOTAL LABOR & PARTS 174.95
J# 2 70BMZ05 TOWING TECH(S): 574 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3 11BMZ04 FLUID LEAK-ENGINE TECH(S): 574 0.00
CUSTOMER STATES THAT CAR IS LEAKING OIL.
SEE HISTORY ON LEAKS
CAR IS LEAKING FROM VAC PUMP, VALLEY PAN
AND UPPER RADIATOR HOSE.
DECLINED

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$175.00 (+TAX)

TOTALS

"ALL PARTS ARE NEW UNLESS OTHERWISE NOTED"

TOTAL LABOR.....	174.95
TOTAL PARTS.....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 174.95

EAST BAY BMW THANKS YOU FOR YOUR BUSINESS. YOU MAY BE
RECEIVING AN E-MAIL WITHIN THE NEXT WEEK ASKING ABOUT
YOUR VISIT. IF FOR SOME REASON YOU CANNOT RESPOND "YES"
TO ALL QUESTIONS, PLEASE CONTACT ERIC GORDON OR RICH DEEDS
SO THAT WE MAY ASSIST YOU WITH ANY CONCERN. THANK YOU AGAIN
FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

Monday through Friday 7:00 a.m. to 6:00 p.m.
Saturday 7:30 a.m. to 5:00 p.m.
NEW AND USED CAR SALES HOURS:
Monday through Friday 9 a.m. to 8 p.m.; Saturday 9
a.m. to 6 p.m.
Sunday 11 a.m. TO 5 p.m.

SPECIAL ARRANGEMENTS MUST BE MADE IN
ADVANCE TO PICK UP YOUR CAR AFTER
SERVICE DEPT. HOURS
TERMS:
CASH, CHECK, OR CREDIT CARD
(Visa, Mastercard, American Express)
No credit allowed without prior approval

NOTICE TO CONSUMER:
NEW BMW LIMITED 24 MONTH
WARRANTY ON ALL GENUINE
BMW AUTOMOTIVE PARTS

PAID
PAID
PAID
GOT 02 2012
BY: DS