

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: ATLANTA State: GA Zip Code: [REDACTED]		Date Received: JUN 14 2013 12-APR-2013		Repository ☐ Reference No. 10506054	
Daytime Telephone Number: [REDACTED] Evening Telephone Number: [REDACTED]		E-mail Address: [REDACTED]			
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: BMW		Model: 328	
Model Year: 2011		Date Purchased:		Dealer's Name and Telephone Number:	
Engine: No. Cylinders:		Fuel Type:		Original Owner: ☐	
Dealer's City:		State:		Zip Code:	
Transmission Type: ☐ Antilock Brakes ☐ Cruise Control		Powertrain:		Multiple Failure: 1	
Incident Date(s): 01-FEB-2013					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage: 14000	
				Failure Speed: 20	
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: 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 2011 BMW 328. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE STALLED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE AFTER WAITING SOMETIME. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE TECHNICIAN REPLACED AN ELECTRICAL RIBBON AND PERFORMED A MANUFACTURER'S RECALL. THE CONTACT WAS NOT AWARE OF THE EXACT RECALL REPAIR. THE FAILURE CONTINUED AND OCCURRED THREE DIFFERENT TIMES. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS NOT AVAILABLE. THE APPROXIMATE FAILURE MILEAGE WAS 14,000.					
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR					
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.					



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

12-APR-2013

Repository ☐Reference No.
10506054**OWNER INFORMATION (Type or Print)**

Name

Address

City ATLANTA

State GA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

WBAPIH7G56BN

Model

328

Model Year
2011

Date Purchased

1/21/2013

Dealer's Name and Telephone Number

UNITED BMW GWINNETT

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Duluth, GA

State GA

Zip Code 30096

Transmission Type

auto

☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure:

✓ 1

Incident Date(s)

01-FEB-2013

see narrative

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage
14000Failure Speed
20**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

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).

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

see attached narrative with description of multifarious engine uncontrolled surges.

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.

Events surrounding the BMW 328-I, manufactured in 2011.

[REDACTED]
Atlanta, GA [REDACTED]
[REDACTED]

VIN number: WBAPH7G56BN [REDACTED]

Background:

The vehicle, BMW 328-I was acquired from United BMW of Gwinnett Place / Duluth, in Duluth Georgia on January 21, 2013. A trade in of a 1999 BMW 328 was involved with the trade. The trade in vehicle had 144,000 miles and was performing well. We are long-time BMW loyal owners.

First Episode:

March 19, 2013 the vehicle had a complete electrical failure with complete engine shut down. Fortunately this occurred in a busy intersection at rush hour and was moving at about 20 mph. After coming to a complete halt in the travel lane, an engine restart was attempted and the engine did turn-over to allow the car to be driven home – about 3 blocks.

March 20, 2013:

United BMW of Roswell was the closest BMW service center so the vehicle was driven to that location in Roswell, GA. After considerable discussions, the car was worked on. Waited at the service center for 6 hours and missed a full day of work. We were told service would take 1 ½ hours.

Car was supposedly repaired and returned for use.

Second Episode:

March 22, 2013, the vehicle had a complete electrical failure with complete engine shut down. The conditions were serious safety issues. The car was on the double lane entrance ramp to I-75-I-85, referred to as the Downtown Connector in Atlanta, GA, again during rush hour in grid locked entrance lanes. There was no emergency shoulder on the roadway and thus the car was in the travel lane with complete power loss. The safety threats to the occupants and other cars on and around the ramp was serious. An engine restart was initiated and power was restored to move to a safe location.

March 22, 2013: Called United BMW Roswell to inform them of the failure to repair the vehicle and we would be bringing it in immediately and would need a loaner car. They refused to have us bring it in because they did not want to pay for a loaner vehicle over the weekend, even though our vehicle was a safety risk on the road.

March 25, 2013, the car was returned to United BMW Roswell because of the FAILURE to repair the condition. Personnel were not pleased of our return because it disrupted their service schedules and they had no appreciation of what we considered to be serious safety issues with car. They did provide a loaner vehicle and we told them they could take all they time needed to fix the car.

April 3, 2013: Picked up the vehicle with the expectation that it had been repaired.

Third Episode:

April 10, 2013, while driving in Buckhead, Atlanta, in heavy traffic all warning lights and sound alarms activated which in the previous episodes signaled impending power loss. A reduction of power was experienced but the engine did not completely shut down. Able to steer the vehicle to the side of the road. And proceeded to do an engine restart.

Advice of BMW North American was to return the vehicle to BMW United Duluth where the vehicle was purchased. They refused to accept the vehicle for service on a convenient date for us even though the safety and security issues should be important enough to get the vehicle off the road and service it when they can.

April 22: Finally was able to have United BMW accept the car for repair and provide a loaner vehicle. The personnel in the Service Department lacked any attention to the customer. After waiting for more than 30 minutes and making an inquiry to the personnel, it was found that people simply forgot to tell a service manager that the vehicle was there and was told there were 82 cars ahead of ours and to not expect to hear from them any time soon. Lack of communication affected the customer and again caused to be late for work.

April 30, 2013: Picked up vehicle. Examining the work performed, it was noted that the part replaced had the same part number as that which United BMW of Roswell replaced on the first Episode. Car was brought to us with bird droppings over the driver's side. Had to ask that the car be hosed down and was told there were 5 cars ahead of ours in the car wash. The car should have been cleaned and when offered to pickup.

Fourth Episode:

May 9, 2013: While driving on GA 400, a north / south restricted access toll road all warning lights and sound alarms activated which in the previous episodes signaled impending power loss. Initially there was no shoulder to pull off onto and travel continued to a safe area to pull off. An engine recycle (turn off the ignition and wait a period of time for the computers to reset) was performed.

BMW Duluth was contacted and told we will need to have someone pick up the car for repair.

Fifth Episode:

driving to and from dealers, we withdraw our initial suggested resolution of swapping the car but instead expect BMW of North America provide us a 2013 BMW 328I in replacement.

BMW North America:

On or about April 12, 2013, BMW of North America was contacted for assistance to resolve the quality issues of the BMW 328 –I. Three different calls were made on and after the date.

First call: Customer Service, spoke with Jennie. Very nice and asked to be kept advised of the problem.

Second call, May 6, 2013: Customer Service spoke with Casey. Very nice and asked to be kept advised of the problem. They would need a vehicle diagnosis, repair requirements and cost estimate. I explained that cost was not an issue because the vehicle was under warranty. What was at issue was the apparent lack of quality repairs on multiple occasions and the lack of concern for the safety security of vehicle occupants and road traffic around the vehicle.

Third call, May 9, 2013: Customer Service spoke with Lauren who after listening to the story and that two previous contacts had been made (she had the history from computer records) she transferred the call to a Resolution Specialist, Jennie. She too asked for the diagnosis, estimate of repairs and what the vehicle will need.

The issue of replacing the vehicle with an equal vehicle but one which does not have the repeated safety issues was discussed. She was non-committal on the issue of vehicle trade. She also indicated that a notice would be sent to the United BMW Duluth asking for the information.

Fourth call: May 21, 2013: Called BMW North America to speak with the Resolution office. Ended up with Customer Service where Lauren told us that the person in the Resolution office was a one person staff and was often not available. Reviewed the history of the problems. Told Lauren that we want to swap out the vehicle with an equivalent BMW. Reviewed the history of ownership of BMW and that the trade in for the current 328I had about 144,000 miles and never had the problems we have experienced with the 2011 model. Reviewed with Lauren, Episodes 1, 2, 3, 4, 5, and 6 so she would have some background to talk with Jennie.

Lauren will review the information with Jennie, the Resolution person.

Told Lauren that we really would like to stay in a BMW but if we need to cash out the vehicle, then no commitments to stay with BMW. Owner retention would seem to be important to BMW. Our family can account for more than 25 BMWs either purchased or referred customers to BMW.

Lauren suggested that we would be contacted by the end of the week but if we did not hear, to call back on Tuesday, May 28, 2013. She also alluded to the possibility that United BMW would

Same day March 9, 2013 – driving home; all warning lights and sound alarms activated which in the previous episodes signaled impending power loss. An engine restart was performed.

Sixth Episode:

Same day, March 9, 2013 – less than 1.5 miles from the Fifth Episode, driving home, all warning lights and sound alarms activated which in the previous episodes signaled impending power loss. An engine restart was performed and arrived home.

May 10, 2013: Mr. Chris Dunbar came to the house to pick up the car and left a loaner vehicle for use while the car was in for service.

May 25, 2013: Picked car up from BMW Gwinnett.

Seventh Episode:

May 29, 2013, driving from downtown Atlanta to Sandy Springs, a stop was made at local retail store. When starting the car to leave, all warning lights came on and alarms rang. The car was turned off and restarted. Again, same results with all warning lights and alarms. Drove the car to gas station across the street to get gas. Upon restarting the car, again all warning lights and alarms activated but additionally, the tachometer was racing back and forth. The air conditioner started blowing warm air which changed from cold air previously. Drove from parking lot up hill to street level. Suddenly a loss of power but the engine continued to race.

The car stopped in the traffic lane and hazard lights were turned on. Did a restart but again, all warning lights and alarms activated. Very limited power with gas peddle pushed and attempted to travel the three blocks to home. Car limped home with little power.

Approximately 20 minutes later, I arrived home and attempted a restart. The engine was racing and shut it down quickly.

Apparently, the engine with high RPM was not connected to the transmission; otherwise it would have been a “run-away” car with no control of the engine.

This latest episode was the scariest and most concerning that the car is dangerous to the occupants and those in vehicles around. This episode happened on a secondary road but 8 minutes earlier, the car was on congested, high speed, highway which if stalled in the travel lanes could have caused serious multi-car accident.

BMW Gwinnett was called and notified of the incident. BMW Roadside assistance was contacted and asked to pick up the car the next morning (May 30, 2013) because it could not be safely driven to the service center.

This was the final episode because we will not drive that car. Further, because of the lackadaisical attitude of BMW of North America, the lost days of work, the extensive time of

be contacted to determine how a swap could be accomplished. No precise commitment was made but was "encouraging."

Fifth call: May 29, 2013: Because BMW North America did not call as I was told they would, I called and spoke with Will (Could have been Bill) at BMW of North America. Will is also a Resolution specialist. He shared the following information:

Shannon at BMW of North America has been assigned the case.

United BMW was contacted and spoke with Mike, a Service Manager

The East Coast Team of BMW was also assigned the case. The team will evaluate the information and make a final decision for resolution.

Jennie or Shannon will contact us in 3 to 5 business days with a resolution to the matter.

Sixth call: May 31, 2013: Customer Service was contacted (approximately 2:30 PM) and an extension was met with a voice mail. A message was left to have someone call me to discuss the resolution to this "Lemon" of a vehicle and the dangerous situation. By BMW of North America failing to promptly take action to get this vehicle off the road, demonstrates a lack of concern for the safety of its vehicles and the general public in and around this vehicle.

National Safety Transportation Board:

April 12, 2013, because of the potential safety issues on the highway with the vehicle having either sudden loss of engine power or diminished power, the NSTB opened a Complaint file, #10506054. In Atlanta, GA, much travel is required on the Interstate highway system, all high speed and 4 to 6 lanes of traffic with much congestion. Interstates include: I-75, I-85, I-285, I-75/I-85 (connector), GA 400, and I-675. Auto failure in the high speed traffic is a serious hazard to the occupants of the car, to vehicles in travel lanes near by, and to those people and vehicles in the emergency lanes, trying to get out of the travel lanes. Experiencing repetitive engine problems with no repair resolution from two service centers specializing in the BMW vehicles is a serious concern.

Further, it is assumed that we are not unique and being singled out. That other vehicles of this model and year could logically be experiencing the same or similar problems.

May 14, 2013: Received a questionnaire from the NSTB to gather more information.

Information to respond to the inquiry was compiled

Respectfully provided

June 2, 2013



UNITED ROSWELL

Where It's All About You.

11458 Alpharetta Hwy.
ROSWELL, GA 30076
(678) 832-4600

www.unitedbmw.com

CUSTOMER NO. **208859** ADVISOR **FRED ROSSMANN** TAG NO. **1601 7235** INVOICE DATE **03/20/13** CELL: [REDACTED]
[REDACTED] LABOR RATE [REDACTED] LICENSE NO. [REDACTED] MILEAGE **15,502** COLOR **JET BLK/BGE** STOCK NO. **BRC5636799**
[REDACTED] YEAR / MAKE / MODEL **11/BMW/328I/SEDAN** DELIVERY DATE **08/18/11** DELIVERY MILES **13,649**
ATLANTA, GA [REDACTED] VEHICLE I.D. NO. **W B A P H 7 G 5 6 B N** SELLING DEALER NO. **20648** PRODUCTION DATE **05/01/11**
[REDACTED] BUSINESS PHONE [REDACTED] COMMENTS [REDACTED] R.O. DATE **03/20/13**
MO: **15502**

LABOR & PARTS

J# 1 93BRZ CAMPAIGN TECH(S): 2261 WARRANTY
SIB #61-02-13
E8X E9X BATTERY CABLE
POSSIBLE JUNCTION BOX FAILURE
PER SIB 61-02-13 REPLACED POSITIVE BATTERY CABLE AT FRONT
DISTRIBUTION BOX. DC 00-61-76-03-00 LO 00-60-162 REFER TO
KSD2

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		61-12-9-312-133	REP. WIRE B+			0.00
JOB # 1 TOTAL PARTS							0.00
JOB # 1 TOTAL LABOR & PARTS							0.00

J# 2 61BRZ *ELECTRICAL SYSTEM C TECH(S): 2261 WARRANTY
THE CLIENT STATES THAT THIS MORNING WHILE DRIVING THE
CHECK ENGINE WARNING CAME ON AND THE ENGINE WAS DOWN ON
POWER.
VEHICLE OPERATING NORMALLY
PERFORMED VEHICLE TEST. NO FAULTS FOUND. TEST DROVE VEHICLE
VEHICLE OPERATING NORMALLY AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS							0.00
JOB # 2 TOTAL LABOR & PARTS							0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
WAITER-WAITER

TOTALS

United BMW of Roswell takes pride in the quality of service.
Your vehicle has been inspected by BMW factory trained
technicians.

DEAR CLIENT, YOU MAY RECEIVE A CALL FROM THE
MANUFACTURER ABOUT THE SERVICE THAT YOU RECEIVED
ON YOUR VEHICLE. THIS IS THE MANUFACTURER'S MEANS
OF SCORING US - NOT THEMSELVES, AND NOT YOUR CAR.
IF FOR ANY REASON YOU CANNOT RATE US A "FIVE", PLEASE
CONTACT ME AS YOU LEAVE OR AT YOUR EARLIEST CONVENIENCE.

THANK YOU FOR CHOOSING UNITED BMW OF ROSWELL TO HELP CARE
FOR YOUR AUTOMOBILE. WE APPRECIATE YOUR BUSINESS.
CALL ON US FOR YOUR FUTURE AUTOMOTIVE NEEDS.

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

TOTAL INVOICE

CUSTOMER SIGNATURE

Service
Episode
1



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ROSWELL, GA 30076
(678) 832-4600

www.unitedbmw.com

CUSTOMER NO.	208859	ADVISOR	FRED ROSSMANN	1601	TAG NO	7301	INVOICE DATE	04/03/13	CELL:	[REDACTED]	
		LABOR RATE		LICENSE NO		MILEAGE	15,929	COLOR	1ET BLK/BGE	STOCK NO.	BRCS638556
		YEAR / MAKE / MODEL	11/BMW/328I/SEDAN			DELIVERY DATE	08/18/11	DELIVERY MILES	13,649		
		VEHICLE I.D. NO.	W B A P H 7 G 5 6 B N			SELLING DEALER NO.	20648	PRODUCTION DATE	05/01/11		
		F.T.E. NO				R.O. DATE	03/30/13				
RESIDENCE PHONE		BUSINESS PHONE				COMMENTS	MO: 15993				

LABOR & PARTS

J# 1 99BRZ LOANER CAR TECH(S): 2261 INTERNAL
ALTERNATE TRANSPORTATION PROVIDE FOR ONE DAY FROM UNITED BMW
OF ROSWELL
THANK YOU FOR YOUR BUSINESS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 12BRZ120297 CHECK ENGINE LITE ON TECH(S): 2261 WARRANTY
THE CLIENT STATES THAT WHILE DRIVING THE ENGINE SHUT OFF.
AFTER COASTING TO THE SIDE OF THE ROAD AND LETTING THE
VEHICLE SIT FOR A WHILE THE ENGINE DID RESTART BUT NOW THE
CHECK ENGINE WARNING IS ON AND STAYS ON.
CAS RIBBON CABLE DEFECTIVE
PERFORMED VEHICLE TEST. FAULT CODE CF1F FOUND. FOLLOWED
TEST PLAN B6100-87CAS-ST. REMOVED DRIVER PEDEAL TRIM.
REMOVED INSERT FOR KEY. REMOVED START-STOP SWITCH. REPLACED
RIBBON CABLE PER TEST PLAN. DIAGCODE D6100-00000000-11-402.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	61-12-6-960-259	FLAT CABLE CAS			
					JOB # 2 TOTAL PARTS	0.00
					JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 02BRZSCOPE SCOPE CHECK TECH(S): 2261 WARRANTY
PERFORM STANDARD SCOPE CHECK PER CBS INFORMATION
PERFORMED PER CBS INFORMATION
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
					JOB # 3 TOTAL PARTS	
					JOB # 3 TOTAL LABOR & PARTS	

J# 4 02BRZ01ESERV ENGINE OIL SERVICE TECH(S): 2261
CUSTOMER REQUESTS ENGINE OIL SERVICE
KEY DATA (RECOMMEND 1802 MILES)
TOP UP FLUIDS AND SET TIRE PRESSURES
MAINTENANCE
CHANGE ENGINE OIL AND FILTER. CHECK AND INSPECT UNDER
CARRIAGE, BRAKES, BELTS AND FLUIDS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 4	1	11-42-7-566-327	SET OIL-FILTER ELEM			
JOB # 4	7	07-51-0-017-866	MOTOR OIL SAE 5W-30			
					JOB # 4 TOTAL PARTS	
					JOB # 4 TOTAL LABOR & PARTS	

Service
Episode
2



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CUSTOMER NO. 208859	ADVISOR FRED ROSSMANN	TAG NO. 1601 7301	INVOICE DATE 04/03/13	CELL IN BRC5638556
	LABOR RATE 15,929	LICENSE NO. 11/BMW/328I/SEDAN	COLOR 1ET BLK/BGE	STOCK NO. 44087A
ATLANTA, GA	YEAR / MAKE / MODEL 11/BMW/328I/SEDAN	MILEAGE 15,929	DELIVERY DATE 08/18/11	DELIVERY MILES 13,649
	VEHICLE I.D. NO. W B A P H 7 G 5 6 B N	SELLING DEALER NO. 20648	PRODUCTION DATE 05/01/11	
	F.T.E. NO.			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				MO: 15993

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
CLIENT RETURN-SHUT OFF WHILE DRIVING--TECH #2261

TOTALS-----

United BMW of Roswell takes pride in the quality of service.
Your vehicle has been inspected by BMW factory trained
technicians.

DEAR CLIENT, YOU MAY RECEIVE A CALL FROM THE
MANUFACTURER ABOUT THE SERVICE THAT YOU RECEIVED
ON YOUR VEHICLE. THIS IS THE MANUFACTURER'S MEANS
OF SCORING US - NOT THEMSELVES, AND NOT YOUR CAR.
IF FOR ANY REASON YOU CANNOT RATE US A "FIVE", PLEASE
CONTACT ME AS YOU LEAVE OR AT YOUR EARLIEST CONVENIENCE.

THANK YOU FOR CHOOSING UNITED BMW OF ROSWELL TO HELP CARE
FOR YOUR AUTOMOBILE. WE APPRECIATE YOUR BUSINESS.
CALL ON US FOR YOUR FUTURE AUTOMOTIVE NEEDS.

TOTAL LABOR....	0.00
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 \$ 0.00

CUSTOMER SIGNATURE



UNITED

DULUTH

Where It's All About You.

3264 Commerce Ave.
DULUTH, GA 30096
(770) 622-8346
www.unitedbmw.com

CUSTOMER NO.	208859	ADVISOR	VIRICE BEASLEY	1929	TAG NO.	5871	INVOICE DATE	04/29/13	CELL: [REDACTED]
		LABOR RATE			MILEAGE	16,465	COLOR	JET BLK/BGE	STOCK NO.
		YEAR / MAKE / MODEL	11/BMW/328I/SEDAN				DELIVERY DATE	08/18/11	DELIVERY MILES
		VEHICLE I.D. NO.	W B A P H 7 G 5 6 B N				SELLING DEALER NO.	20648	PRODUCTION DATE
		F.T.E. NO.					R.O. DATE	04/22/13	
		BUSINESS PHONE					COMMENTS	MO: 16470	

LABOR & PARTS

JOB # 1 11BMZ *ENGINE CHECK TECH(S):1386 INTERNAL
CUSTOMER STATES THEIR ENGINE WILL DIE OUT AT TIMES WHILE DRIVING. CUSTOMER HAD CAS RIBBON CABLE REPLACED AT ROSWELL BMW ON 03/30/13 RO#638556 MILEAGE 15993 FOR THE SAME COMPLIANT ENGINE DYING OUT WHILE DRIVING. PLEASE NOTE 04/10/13 ALL WARNING LIGHTS CAME ON DISPLAY, CHECK ENGINE LIGHT, TRACTION CONTROL LIGHT, BRAKE LIGHT, GAS LIGHT (THE WAS PLENTY OF GAS IN THE CAR). ALSO 04/03/13 THE SAME ISSUE OF WARNING LIGHTS COMING ON DISPLAY.
POOR CONNECTION AT JBE.
PERFORMED ISID TEST W/CHARGER. FAULTS STORED FOR CAN COMMUNICATION. PERFORMED TEST PLAN-NO RESULTS. REMOVED JBE, FOUND POOR CONNECTION AT JBE. REPAIRS CONNECTION AT JBE. CLEARED D FAULTS AND TEST DROVE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		61-12-9-312-133	REP. WIRE FOR B+		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 99BNZ *LOANER VEHICLE TECH(S):1386 INTERNAL
ALTERNATE TRANSPORTATION IS PROVIDED BY UNITED BMW GWINNETT. CUSTOMER AGREES TO REPLACE FUEL USED OR BE SUBJECT TO A \$5.00 PER GALLON REFUELING CHARGE. PLEASE REVIEW YOUR RENTAL AGREEMENT FOR ANY AND ALL OTHER CHARGES THAT MAY BE DUE AT THE TIME OF RETURN.
VEHICLE MUST BE RETURNED WITHIN 24 HOURS OF COMPLETION OF REPAIRS TO YOUR VEHICLE. FUEL MUST BE REPLACED ACCORDING TO THE RENTAL AGREEMENT FUEL STATUS. CUSTOMER IS RESPONSIBLE FOR ANY DAMAGE TO THE RENTAL VEHICLE.
LATE RETURN FEE IS \$49.95 PER DAY
FUEL REPLACEMENT FEE IS \$5.00 PER GALLON
DAMAGE INSPECTION
THANK YOU FOR YOUR BUSINESS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
					JOB # 2 TOTAL PARTS	
					JOB # 2 TOTAL LABOR & PARTS	

COMMENTS

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3264 Commerce Ave.
DULUTH, GA 30096
(770) 622-8346
www.unitedbmw.com

CELL: [REDACTED]

CUSTOMER NO. 208859	ADVISOR VIRICE BEASLEY	1929	TAG NO. 5871	INVOICE DATE 04/29/13	INVOICE NO. BMCS642633
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 16,465	COLOR JET BLK/BGE	STOCK NO. 44087A
ATLANTA, GA [REDACTED]	YEAR / MAKE / MODEL 11/BMW/328I/SEDAN	VEHICLE I.D. NO. W B A P H 7 G 5 6 B N [REDACTED]		DELIVERY DATE 08/18/11	DELIVERY MILES 13,649
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 20648	R.O. DATE 04/22/13	PRODUCTION DATE 05/01/11
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS MO: 16470			

TOTALS

UNITED BMW OF GWINNETT TAKES PRIDE IN OUR QUALITY OF SERVICE. YOUR VEHICLE HAS BEEN INSPECTED BY BMW FACTORY TRAINED TECHNICIANS

YOU MAY RECEIVE AN EMAIL FROM BMW NORTH AMERICA ASKING YOU TO RATE THIS SERVICE EXPERIENCE. IF FOR ANY REASON YOU ARE UNABLE TO RATE US A "TEN", PLEASE CONTACT US SO WE CAN INSURE YOUR COMPLETE SATISFACTION.

THANK YOU FOR CHOOSING UNITED BMW TO HELP CARE FOR YOUR AUTOMOBILE. WE APPRECIATE YOUR CONTINUED PATRONAGE. PLEASE CALL US FOR ALL YOUR FUTURE BMW NEEDS.

TOTAL LABOR....	0.00
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 \$ 0.00

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****



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CELL: [REDACTED]

CUSTOMER NO.	208859	ADVISOR	VIRICE BEASLEY	1929	TAG NO.	5979	INVOICE DATE	05/20/13	INVOICE NO.	BMCS646323
		LABOR RATE			MILEAGE	16,843	COLOR	JET BLK/BGE	STOCK NO.	44087A
		YEAR / MAKE / MODEL	11/BMW/328I/SEDAN				DELIVERY DATE	08/18/11	DELIVERY MILES	13,649
ATLANTA, GA		VEHICLE I.D. NO.	W B A P H 7 G 5 6 B N				SELLING DEALER NO.	20648	PRODUCTION DATE	05/01/11
		F.T.E. NO.			P.O. NO.		F.O. DATE	05/10/13		
PERSONAL PHONE		BUSINESS PHONE			COMMENTS	MO: 17331				

LABOR & PARTS

J# 1 11BMZ *ENGINE CHECK TECH(S):1386 WARRANTY
CUSTOMER STATES THEIR ENGINE DIE OUT TWICE WHILE DRIVING
TECH FOUND POOR CONNECTION AT JBE AND REPAIRED ON 04/22/13
RO#642633 MILEAGE 16470 AND CAS RIBBON CABLE AT
ROSWELL BMW ON 03/30/13 RO#638556 MILEAGE 15993
JBE FAULTY.
W/T FOR PERFORMING TEST PLAN AND FOR PERFORMING WIRING
CHECKS/TESTS.
PERFORMED ISID TEST W/CHARGER. FOUND MULTIPLE FAULTS STORED
FOR PT CAN FAILURE. PERFORMED TEST PLAN FOR FAULT. REMOVED
DME TO TEST PT CAN. PERFORMED WIRE TEST-OK. VOLTAGE ON CAN
LINE-OK. LINE NOT SHORTED TO GROUND OR B+. CK SCOPE PATTERN
OF PT CAN-OK. SWAPPED IN KNOWN GOOD JBE AND PERFORMED MULTIP
E EXTENDED TEST DRIVES-FAULT WOULD NOT REOCCUR. REPLACED JBE
PERFORMED SOFTWARE UPDATE. CLEARED FAULTS.PERFORMED EXTENDE
D TEST DRIVE. PERFORMED ISID TEST W/CHARGER. NO FAULTS
RETURNED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	61-35-9-286-790		JUNCTION BOX FOR EL			INTERNAL
JOB # 1	5	GAS		GASOLINE			INTERNAL
JOB # 1	14	GAS		GASOLINE			INTERNAL
JOB # 1 TOTAL PARTS						0.00	
JOB # 1 TOTAL LABOR & PARTS						0.00	

J# 2 99BMZ *LOANER VEHICLE TECH(S):1386 0.00

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REPAIRS TO YOUR VEHICLE. FUEL MUST BE REPLACED ACCORDING TO
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FOR ANY DAMAGE TO THE RENTAL VEHICLE.
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FUEL REPLACEMENT FEE IS \$5.00 PER GALLON
DAMAGE INSPECTION
THANK YOU FOR YOUR BUSINESS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2 TOTAL PARTS						
JOB # 2 TOTAL LABOR & PARTS						

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CELL: [REDACTED]

CUSTOMER NO. 208859	ADVISOR VIRICE BEASLEY	1929	TAG NO. 5979	INVOICE DATE 05/20/13	INVOICE NO. BMCS646323
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 16,843	COLOR JET BLK/BGE	STOCK NO. 44087A
ATLANTA, GA	YEAR / MAKE / MODEL 11/BMW/328I/SEDAN	DELIVERY DATE 08/18/11		DELIVERY MILES 13,649	
	VEHICLE I.D. NO. W B A P H 7 G 5 6 B N	SELLING DEALER NO. 20648		PRODUCTION DATE 05/01/11	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/10/13		
COMMENTS					MO: 17331

TOTALS

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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 \$ 0.00

CUSTOMER SIGNATURE