

To: Randy Reid

ODI 10578275

MAY - 8 2014

<p><b>DOT Auto Safety Hotline</b> U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4286) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>Form Approved: OMB No. 2127-0008</p> <p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received: 08-APR-2014</p>		<p>Repository: <input type="checkbox"/></p>		<p>Reference No.: 10578275</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>					
Name		Daytime Telephone Number		Email Address	
Address		Evening Telephone Number			
City: PALMSPRINGS		State: CA		Zip Code: [REDACTED]	
<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>					
<p><b>VEHICLE INFORMATION</b></p>					
17 digit Vehicle Identification Number: WBAGN635640		Make: BMW		Model Year: 2004	
Date Purchased: 12/16/2010		Dealers Name and Telephone Number: Land Rover, Encino, CA		Engine: V8	
Original Owner: <input type="checkbox"/>		Dealers City: Encino, CA		Fuel Type: GAS	
Transmission Type: Automatic		Powertrain: V8		Multiple Failure: DANGEROUS	
<input checked="" type="checkbox"/> Antilock Brakes		<input checked="" type="checkbox"/> Cruise Control		Incident Date(s): 16-DEC-2010	
<p><b>FAILED COMPONENT(S) / PART(S) INFORMATION</b></p>					
Vehicle Component Code: ENGINE (PWS)		DANGEROUS		Failure Mileage: 73245	
Engine drops to idle - no pedal power				Failure Speed: 25	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
Tire Make:		Tire Model (Name or Number):		Tire Size (Example P215/65R15):	
DOT No. (Example: DOTN19ABC036):		<input type="checkbox"/> Original Equipment		Failure Location:	
Tire Component Code:		<input checked="" type="checkbox"/> Prior Repair		Tire Failure Type:	
<p><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<p><b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)</p>					
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Reported to Police: N	
Number of Persons Injured: 0		Number of Deaths: 0			
<p>Narrative Description of Incident(s), Crash(es), and Injury(es). 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>II. THE CONTACT OWNS A 2004 BMW 745LI. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE ENGINE STALLED. THE CONTACT MENTIONED THAT THERE WERE NO WARNING LIGHTS ILLUMINATED. THE VEHICLE RESTARTED ON THE FIRST ATTEMPT AND PRESUMED NORMALLY. THE FAILURE REOCCURRED ON SEVEN SEPARATE OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE DIAGNOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 73,245. THE VIN WAS UNAVAILABLE. Seller and Manufacturer</p>					
<p>SITUATION - after a few minutes Un-intended Deceleration at hazzardous moments VIN + Purchase Contract was provided</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice</p>					
<p>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 a stipulation summary thereof, may be used in support of the agency's action.</p>					

8:55 PM PST  
Ten Minutes  
after Purchase +  
Many Times  
afterward

kept running - did not die  
dropped to  
idle frequently  
until sale  
to Monterey  
BMW



001 10578275

## A BETTER WAY TO SELL YOUR VEHICLE

We will provide a Guaranteed Trade-In Offer that is good for 7 days or 500 miles.

Purchased From  
Land Rover, Encino CA

Your BMW Is in High Demand

Call (888) 203-3219 or

>> 1151-05

Dear [REDACTED]

Are you thinking about selling your BMW?

If so, please talk to us as soon as possible. Frankly, we need your trade-in! You see, recent demand for pre-owned vehicles has depleted our inventory, and we must replenish it fast! It's a win-win situation: We get to add your vehicle to our inventory, and you get a number of benefits, including:

Our Guaranteed Trade-In Offer  
A generous cash payment  
Significant incentives towards a new or used vehicle purchase

Stop by Land Rover Encino today or any of our other convenient locations.  
Or call (888) 203-3219. Help us out and discover a better way to trade-in, buy or sell your vehicle.

Sincerely,  
Cyrus Mazaherian  
General Manager

Land Rover Encino  
15800 Ventura Boulevard  
Encino, CA 91436  
(888) 203-3219

An Auto-Nation  
Dealer

Refused to Repair  
DANGEROUS - Un-intended  
Deceleration!

Forced to sell - Lost over \$10,000

Subject to in-store verification, vehicle condition and mileage. Appraisal valid for 7 days or 500 miles, whichever comes first.

You are receiving this email because your email address was used to receive an on-line price quote or because it was provided with a vehicle request. Not responsible for errors, omissions, typographical and printing errors. ID: 4579

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Information For  
Sales Preparation  
Marketing Contacts  
Competition  
Revenue & Financial

**Available Products**

Company Report  
Automotive Repair & Maintenance Services Industry Report  
Retail Sector Industry Report  
Automobile Dealers Industry Report  
Automotive Oil Change & Lubrication Services Industry Report  
Competitive Reports  
Technology Report

## Company Information

200 Sw 1st Ave  
Fort Lauderdale, FL, 33301 United States  
(954) 769-6000  
<http://corp.autonation.com>

### AutoNation, Inc. Rankings

#177 in FORTUNE 500 (May 2013)  
S&P 500 (March 31, 2014)  
#177 in FORTUNE 1000 (May 2013)

### Top 3 Competitors

Penske Automotive Group, Inc.  
Group 1 Automotive, Inc.  
Sonic Automotive, Inc.

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## AutoNation, Inc. Company Profile

AutoNation wants to instill patriotic fervor in the fickle car-buying public. The brainchild of entrepreneur and ex-chairman Wayne Huizenga (Waste Management, Blockbuster), AutoNation is the #1 auto dealer in the US (ahead of Penske Automotive Group and Sonic Automotive). The firm owns some 265 new-vehicle franchises (down from 300 in 2008) in 15 states, and it conducts online sales through AutoNation.com and individual dealer websites. An active acquirer of local retail brands, the company is in the midst of transitioning them to the AutoNation name. In addition to auto sales, AutoNation provides maintenance and repair services, sells auto parts, and finances and insures vehicles.

## Additional AutoNation, Inc. Information

Sales Preparation

Marketing Campaigns

To: Randy Reid

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Form Approved OMB No. 2197-0048

<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 08-APR-2014 Repository <input type="checkbox"/> Reference No. 10578275	
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	SAVIA
City	State	Zip Code	
PALMSPRINGS	CA		
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. 9, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
WBAGN635640		BMW	745Li
Model Year		Engine:	Fuel Type:
2004		No. Cylinders	GAS
Date Purchased	Dealer's Name and Telephone Number		
12/16/2010	Land Rover, Encino, CA		
Original Owner	Dealer's City	State	Zip Code
	Encino, CA	CA	91436
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Automatic	<input checked="" type="checkbox"/> Cruise Control	V8	Dangerous
Incident Date(s)		Ten Minutes after Purchase + Many times afterward	
16-DEC-2010			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage	Failure Speed
DANGEROUS Engine drops to idle - no Pedal Power		73245	25
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: DOTM15ABC036)	<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	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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 2004 BMW 745Li. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 25 MPH, THE ENGINE STALLED. THE CONTACT MENTIONED THAT THERE WERE NO WARNING LIGHTS ILLUMINATED. THE VEHICLE RESTARTED ON THE FIRST ATTEMPT AND RESUMED NORMALLY. THE FAILURE REOCCURED ON SEVEN SEPARATE OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE FAILURE WAS UNABLE TO BE DIAGNOSED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 73,245. THE VIN WAS UNAVAILABLE. <i>kept running - did not die</i> <i>dropped to idle frequently until sale to Monterey BMW</i> <i>Seller and Manufacturer after a few minutes</i> <i>Unintended Deceleration at hazardous moments</i> <i>VIN + Purchase Contract was provided</i>			
Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.			
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**Information For**  
 Sales Preparation  
 Marketing Contacts  
 Competition  
 Revenue & Financial

**Available Products**

Company Report  
 Automotive Repair & Maintenance Services Industry Report  
 Retail Sector Industry Report  
 Automobile Dealers Industry Report  
 Automotive Oil Change & Lubrication Services Industry Report  
 Competitive Reports  
 Technology Report

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