

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)				FOR AGENCY USE ONLY 100148	
 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		Date Received	Repository ☐
				16-JUL-2014	Reference No. 10610962
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	NOEMAIL@UNK.GOV
PORT CHARLOTTE		FL			
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	
WBAPH7G55BN		BMW	328I	2011	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
10/2010	LAUDERDALE IMPORTS LTD 954-620-5650		No: Cylinders	GAS	
Original Owner ☒	Dealer's City	State	Zip Code		
	PEMBROKE PINES FL	FL	33331		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	☒ Cruise Control	DRIVE SHAFT	CONTINUOUS	17-APR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: ENGINE (PWS)			Failure Mileage	Failure Speed	
VANOS ASSEMBLY BOLTS/ SOLENOID VALVES			118000	N/A	
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 328I. THE CONTACT STATED THAT THE SERVICE ENGINE SENSOR ILLUMINATED. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO DIAGNOSED THAT THE VANOS SOLENOID VALVES AND THE CAM SHAFT BEARING LEDGE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, WHO DIAGNOSED THAT THE IGNITION COILS NEEDED TO BE REPLACED. THE REMEDY FAILED TO REPAIR THE PROBLEM. THE VEHICLE WAS TAKEN BACK TO DEALER, WHERE IT WAS LATER DIAGNOSED THAT THE VANOS ASSEMBLY BOLT WAS DEFECTIVE. THE CONTACT RECEIVED A NOTIFICATION FOR RECALL NHTSA CAMPAIGN ID NUMBER: 14V176000 (ENGINE). THE RECALL REPAIRS WERE NOT PERFORMED. HOWEVER, THE DEALER REPLACED TWO ENGINE COILS, CHANGED THE OIL, REPLACED A WHEEL SENSOR, DRAINED THE BRAKE FLUID AND REPLACED A MICRO-FILTER. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE SEVERAL TIMES AND PROVIDED NO REMEDY. THE APPROXIMATE FAILURE MILEAGE WAS 118,000.					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See attached invoices!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

FT MYERS

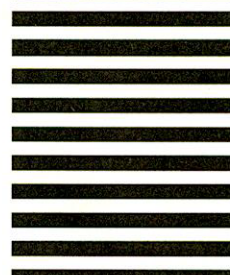
PERMIT NO. 1888

19 AUG '14

PM 1 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safercar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

BMW

11333 Florida Ave.
Tampa, FL 33612-5600
(813) 933-2811
www.drivereeves.com

*Driven by a higher standard.*

STATE OF FLORIDA REGISTRATION NO. MV-00189

CUSTOMER NO. 1561193	SERVICE ADVISOR 3162 JOSEPH A TORRES	TAG NO. T716	INVOICE DATE 17APR14	INVOICE NO. 191849
	HOURLY RATE 129.72	LICENSE NO.	COLOR SILVER	NO. STOCK / STOCK NO.
	YEAR/MAKE/MODEL 11 BMW 328i	PO NO.	MILEAGE IN 115136	MILEAGE OUT 115136
PT CHARLOTTE, FL	VEHICLE IDENTIFICATION NO. WBAPH7G55BN		PROD. DATE	IN SERVICE DATE 20OCT10
EMAIL ADDRESS email home	CELL PHONE	PROMISED WAIT 17APR14	R.O. DATE 17APR14	WAR EXP. 20OCT2014
TEL HOME	TEL BUSINESS EXT.	COMMENTS DLR:14000 ENG:3.0 Liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT CUSTOMER STATES THE CHECK ENGINE LIGHT HAS BEEN COMING ON INTERMITTANTLY FOR ABOUT 6 MONTHS NOW							
CAUSE: VANOS SOLENOID VALVES FAULTY							
04BMZ06 CHECK ENGINE LIGHT							
				708641 C 1.00		129.88	129.88
PARTS:				0.00	LABOR:	129.88	
					OTHER:	0.00	
TOTAL LINE A:						129.88	129.88
115136 VANOS SOLENOID VALVES FAULTY PERFORMED VEHICLE TEST.							
INTERROGATED FAULT MEMORY. FOUND FAULT CODE 2A87 AND 2A7A FOR EXHAUST CAMSHAFT VANOS. RECOMMENDED REPLACING VANOS SOLENOID VALVES AS FIRST STEP. CUSTOMER DECLINED REPAIR AT THIS TIME.							

SHOP MATERIALS							12.99
needs vanos solenois valves							
needs oil change may need							
camshaft bearing ledge							



***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$34.83, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s. 403.718], and

DESCRIPTION	TOTALS
LABOR AMOUNT	129.88
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	12.99

Customer:

Customer
Phone:RO
Number: 191849

VIN: WBAPH7G55BN

Make: BMW

Model: 328

Year: 2011

Recommended Work Details

Line	Operation Code	Operation Description	Op Code Qualifier	Labor Price	Line Total
1	EN001	VANOS SOLENOID VALVES	All	\$262.88	\$699.77

Part Number	Part Description	Quantity	Part Price
11-36-7-585-425	SOLENOID VALVE (SOLV):111034	2	\$356.28
	Miscellaneous Charges		\$34.83
	Tax		\$45.78

Line	Operation Code	Operation Description	Op Code Qualifier	Labor Price	Line Total
2	6LOF	6 CYLINDER OIL AND FILTER CHANGE (PROMOTION)	All Models All Years	\$27.89	\$95.52

Part Number	Part Description	Quantity	Part Price
11-42-7-512-300	SET OIL-FILTER ELEMENT:114010	1	\$8.18
07-51-0-017-954	MOTOR OIL SAE 5W-30 LONGLIFE:832511	7	\$45.08
	Miscellaneous Charges		\$8.12
	Tax		\$6.25

Line	Operation Code	Operation Description	Op Code Qualifier	Labor Price	Line Total
3	EN001	CAMSHAFT BEARING LEDGE - Repair	All	\$1,657.88	\$2,002.84

Part Number	Part Description	Quantity	Part Price
11-12-7-582-245	PROFILE-GASKET:118522	1	\$62.66
11-12-7-559-699	GASKET:119500	1	\$14.64
11-12-7-531-224	BEARING LEDGE EXHAUST:111037	1	\$92.62
11-31-7-587-757	RECTANGRING:119500	1	\$9.18
	Miscellaneous Charges		\$34.83
	Tax		

\$131.03

Total
\$2,798.13

5151 Clark Road
Sarasota, FL 34233
PH. 941.923.2700



BMW of Sarasota

State of Florida MV#66888

CUSTOMER NO. 52198		ADVISOR GREGORY JONES		TAG NO. 35681		INVOICE DATE 07/10/14		CELL: [REDACTED]	
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE 119,749		INVOICE NO. BMCS152302	
PORT CHARLOTTE, FL [REDACTED]		YEAR / MAKE / MODEL 11/BMW/328I/4DR SDN 328I RWD SAF		COLOR SILVER/		STOCK NO. P1983		[REDACTED]	
[REDACTED]		VEHICLE I.D. NO. W B A P H 7 G 5 5 B N [REDACTED]		DELIVERY DATE 10/20/10		DELIVERY MILES 97,261		[REDACTED]	
[REDACTED]		F.T.E. NO.		P.O. NO.		SELLING DEALER NO.		PRODUCTION DATE 06/08/10	
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		R.O. DATE 07/10/14		[REDACTED]	

MO: 119752

JOB# 1 CHARGES

LABOR-----						
J#	1	61BMZ	*BODY ELEC DIAG	TECH(S):69814		214.11
CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND ENGINE IS RUNNING POORLY. CHECK AND ADVISE FAULT,MISFIRE ON CYLINDER NUMBER 4 INEROGATED FAULT MEMORY.FAULT CODE STORED AS MISFIRE CYL 4.PERFORMED TEST PLAN ON CYL NUMBER 4.SWAPED A KNOW GOOD COIL FOR THE FAULTY COIL.FAULT WENT AWAY.REPLACED CYLIDER 4 COIL.INTEROGATED FAULT MEMORY.CLEARED FAULTS AND PERFORMED TEST DRIVE.OPERATES AS DESIGNED.						
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST	PRICE-UNIT	PRICE-
	1	12-13-7-594-937	IGNITION COIL		80.89	80.89
TOTAL - PARTS						80.89

JOB# 1 TOTALS

LABOR 214.11
PARTS 80.89

JOB# 1 JOURNAL PREFIX BMCS JOB# 1 TOTAL 295.00

LABOR-----						
J#	2	01BMZ618	*BRAKE FLUID SERVICE	TECH(S):69814		142.95
BRAKE FLUID SERVICE CHANGE BRAKE FLUID AND BLEED SYSTEM SERVICE COMPLETED						

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST	PRICE-UNIT	PRICE-
	2	81-22-0-142-156	BRAKE FLUID		4.40	4.40
TOTAL - PARTS						8.80

JOB# 2 TOTALS

LABOR 142.95
PARTS 8.80

JOB# 2 JOURNAL PREFIX BMCS JOB# 2 TOTAL 151.75

LABOR-----						
J#	3	01BMZ616	*MICROFILTER SERVICE	TECH(S):69814		40.99
MICROFILTER SERVICE CHANGE MICROFILTER(S) SERVICE COMPLETED						

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST	PRICE-UNIT	PRICE-
	1	64-31-9-313-519	MICROFILTER/ACTIVAT		66.96	66.96
TOTAL - PARTS						66.96

"SECTION 501.98, FLORIDA STATUTES, REQUIRES THAT, AT LEAST 30 DAYS BEFORE BRINGING ANY CLAIM AGAINST A MOTOR VEHICLE DEALER FOR AN UNFAIR OR DECEPTIVE TRADE PRACTICE, A CONSUMER MUST PROVIDE THE DEALER WITH A WRITTEN DEMAND LETTER STATING THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CONSUMER; THE NAME AND ADDRESS OF THE DEALER; A DESCRIPTION OF THE FACTS THAT SERVE AS THE BASIS FOR THE CLAIM; THE AMOUNT OF DAMAGES; AND COPIES OF ANY DOCUMENTS IN THE POSSESSION OF THE CONSUMER WHICH RELATE TO THE CLAIM. SUCH NOTICE MUST BE DELIVERED BY THE UNITED STATES POSTAL SERVICE OR BY A NATIONALLY RECOGNIZED CARRIER, RETURN RECEIPT REQUESTED, TO THE ADDRESS WHERE THE SUBJECT VEHICLE WAS PURCHASED OR LEASED OR WHERE THE SUBJECT TRANSACTION OCCURRED, OR AN ADDRESS AT WHICH THE DEALER REGULARLY CONDUCTS BUSINESS."

X _____
CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

Road
da, FL 34233
941.923.2700



BMW of Sarasota

State of Florida MV#66888

CELL: [REDACTED]

CUSTOMER NO. 52198	ADVISOR GREGORY JONES	35681	TAG NO. 5580	INVOICE DATE 07/16/14	INVOICE NO. BMCS152539
[REDACTED] PORT CHARLOTTE, FL [REDACTED] [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 120,066	COLOR SILVER/	STOCK NO. P1983
	YEAR / MAKE / MODEL 11/BMW/328I/4DR SDN 328I RWD SAF			DELIVERY DATE 10/20/10	DELIVERY MILES 97,261
	VEHICLE I.D. NO. W B A P H 7 G 5 5 B N [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE 06/08/10
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/15/14
BUSINESS PHONE		COMMENTS			

MO: 120067

JOB# 1 CHARGES-----

LABOR-----

J# 1 61BMZ *BODY ELEC DIAG TECH(S):69814 INTERNAL
CUSTOME RSTATES CHECK ENGINE LIGHT IS ON AGAIN. SEE HISTORY.
FAULTY VANOC
INEROGATED FAULT MEMORY.READ OUT FAULTS.VANOS SYSTEM FAULT
ONE TIME REOCCURANCE.PERFORMED TEST ON VANOS SYSTEM.
REFER TO BULLETIN 121214 FOR INFORMATION ON VANOS FAULTS.
TEST SHOWED NO CURRET FAULTS.THIS HAS BEEN THE SECOND TIME
CUSTOMER HAS RETURNED BC CHECK ENGIN LIGH HAS COME ON.VANOS
PERSENT BOTH TIMES FAULT MEMORY HAS BEEN READ OUT.

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX BMCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 70BMZENT HERTZ RENTAL TECH(S):69814 INTERNAL
HERTZ

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
152539 07/15/14 HERTZ
TOTAL - SUBLET 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX BMCS JOB# 2 TOTAL 0.00

ESTIMATE-----

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

COMMENTS-----

created 2014-07-14 11:02:00am taken by Greg Jones

"SECTION 501.98, FLORIDA STATUTES, REQUIRES THAT, AT LEAST 30 DAYS BEFORE BRINGING ANY CLAIM AGAINST A MOTOR VEHICLE DEALER FOR AN UNFAIR OR DECEPTIVE TRADE PRACTICE, A CONSUMER MUST PROVIDE THE DEALER WITH A WRITTEN DEMAND LETTER STATING THE NAME, ADDRESS, AND TELEPHONE NUMBER OF THE CONSUMER; THE NAME AND ADDRESS OF THE DEALER; A DESCRIPTION OF THE FACTS THAT SERVE AS THE BASIS FOR THE CLAIM; THE AMOUNT OF DAMAGES; AND COPIES OF ANY DOCUMENTS IN THE POSSESSION OF THE CONSUMER WHICH RELATE TO THE CLAIM. SUCH NOTICE MUST BE DELIVERED BY THE UNITED STATES POSTAL SERVICE OR BY A NATIONALLY RECOGNIZED CARRIER, RETURN RECEIPT REQUESTED, TO THE ADDRESS WHERE THE SUBJECT VEHICLE WAS PURCHASED OR LEASED OR WHERE THE SUBJECT TRANSACTION OCCURRED, OR AN ADDRESS AT WHICH THE DEALER REGULARLY CONDUCTS BUSINESS."

X

CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.