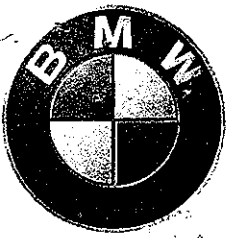
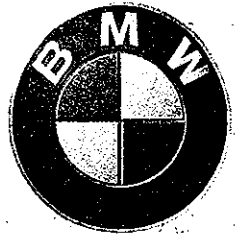
 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 18-JUL-2014		Repository <input type="checkbox"/> Reference No. 10614581	
<b>OWNER INFORMATION (Type or Print)</b>							
Name		Address		City		State	
[REDACTED]		[REDACTED]		CO PALOS VERDES		CA	
Zip Code		Daytime Telephone Number		E-mail Address		Evening Telephone Number	
[REDACTED]		[REDACTED]		NOEMAIL@UNK.GOV		[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).							
<b>VEHICLE INFORMATION</b>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model		Model Year	
SUXZV4C5XBL [REDACTED]		BMW		X5		2011	
Date Purchased		Dealer's Name and Telephone Number		Engine:		Fuel Type:	
1-2-2011		WICK ALEXANDER IMPORT 323-583-1901		No: Cylinders		BASOLIN	
Original Owner		Dealer's City		State		Zip Code	
<input checked="" type="checkbox"/>		HUNTINGTON PARK		CA		90001	
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control						08-MAY-2014	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>							
Vehicle Component Code: ENGINE (PWS)				Failure Mileage		Failure Speed	
				65000		35	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>							
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)			
MICHELIN							
DOT No. (Example: DOTM19ABC036)		<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location: 1300 W OLYMPIC BL LIA			
Tire Component Code				Tire Failure Type:			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<b>APPLICABLE INCIDENT INFORMATION</b> (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			
<b>Narrative Description of Incident(s), Crash(es), and Injury(ies).</b> 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 X5. THE CONTACT STATED THAT WHILE DRIVING 35 MPH, THE ENGINE WARNING LIGHT ILLUMINATED AS THE VEHICLE STALLED. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN DIAGNOSED THERE WAS A MALFUNCTION IN THE ENGINE WITH THE TORQUE SCREW. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 65,000.							
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY.</span>							
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 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.							



# NICK ALEXANDER

## LOS ANGELES IMPORTS

6333 SOUTH ALAMEDA BLVD.  
LOS ANGELES, CA 90001  
(323) 583-1901



CELL: [REDACTED]

CUSTOMER NO. <b>112575</b>	ADVISOR <b>EDDIE</b>	2175	TAG NO. <b>688Y</b>	INVOICE DATE <b>05/08/14</b>	INVOICE NO. <b>BMCS502118</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>74,053</b>	COLOR <b>PLATINM GRY</b>	STOCK NO.
<b>RANCHO PALOS VEDES, CA</b>	YEAR / MAKE / MODEL <b>11/BMW SAV/X5 XDRIVE35I SP/X5 XDRIVE</b>			DELIVERY DATE <b>12/31/10</b>	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>5 U X Z V 4 C 5 X B L</b>			SELLING DEALER NO.	PRODUCTION DATE <b>12/01/10</b>
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE <b>04/29/14</b>		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 74058

BAR # ARD067469 • EPA # CAR00071688  
CC718679 Q (03/14)  
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JOB# 1 CHARGES-----  
LABOR-----  
J# 1 96BMZTOW TOW IN TECH(S):998 INTERNAL  
JOB# 1 TOTALS-----

JOB# 2 CHARGES-----  
LABOR-----  
J# 2 01BMZCHECKENG CHECK ENGINE LIGHT TECH(S):541 WARRANTY

CUSTOMER STATES DRIVE TRAIN MALFUNCTION , CHECK ENGINE LIGHT IS ON  
vanos adjustment units loose  
put vehicle in neutral position, ran vehicle test found vanos :  
intake position not reached, removed valve cover for  
inspection. found intake vanos unit loose. replaced both  
vanos units. timing was off, adjusted timing of vehicle,  
removed lower oil pan to retrieve loose items in oil pan,  
found all bolts except for 1 head, test drove 5mls, deleted  
fault memory.  
(goodwill repair one time only)

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		11-36-7-583-208	ADJUSTMENT UNIT, OU			WARRANTY
	1		11-36-7-583-207	ADJUSTMENT UNIT, IN			WARRANTY
	2		11-36-7-524-954	COILARE SCREW			WARRANTY
	1		11-13-7-600-482	PROFILE GASKET			WARRANTY
	1		11-13-2-210-959	SET OF ALUMINIUM SC			WARRANTY
	1		11-13-7-559-537	TORX SCREW			WARRANTY
	1		11-13-7-582-340	TORX SCREW			WARRANTY
	1		11-12-7-587-804	PROFILE GASKET			WARRANTY
	1		11-12-7-584-128	VENT HOSE			WARRANTY
						TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	W35C	35% DSA GOODWILL PROGRAM		502118
	W30D	30% DSA GOODWILL PROGRAM		502118
	W35CP	35% DSA GOODWILL PROGRAM PARTS		502118
	W35DP	35% DSA GOODWILL PROGRAM PARTS		502118
				TOTAL - MISC

JOB# 2 TOTALS-----  
MISC 899.81

JOB# 3 CHARGES-----  
LABOR-----  
J# 3 00BMZ32 32 POINT INSPECTION TECH(S):541 INTERNAL

JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX BMCS JOB# 3 TOTAL 0.00

**FOR YOUR CONVENIENCE  
WE ARE OPEN  
THE FOLLOWING HOURS:**

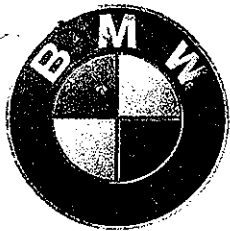
**SERVICE DEPARTMENT**  
M thru F 7:30 AM to 6:00 PM  
Saturday 8:00 AM to 4:00 PM

**PARTS DEPARTMENT**  
M thru F 8:00 AM to 6:00 PM  
Saturday 8:00 AM to 4:00 PM

NICK ALEXANDER IMPORTS IS  
NOT RESPONSIBLE FOR  
PERSONAL ITEMS LEFT IN  
CUSTOMER CARS OR  
LOANER CARS.

**METHODS OF PAYMENT**  
WE ACCEPT THE FOLLOWING  
MASTERCARD, VISA,  
AMERICAN EXPRESS,  
CHECK ACCEPTED  
WITH PROPER IDENTIFICATION  
**THANK YOU**

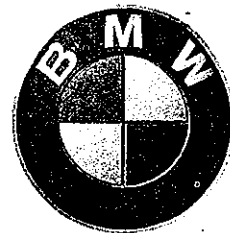
**ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED**



# NICK ALEXANDER

## LOS ANGELES IMPORTS

6333 SOUTH ALAMEDA BLVD.  
LOS ANGELES, CA 90001  
(323) 583-1901



CELL: [REDACTED]

CUSTOMER NO. 112575	ADVISOR EDDIE	2175	TAG NO. 688Y	INVOICE DATE 05/08/14	INVOICE NO. BMCS502118
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 74,053	COLOR PLATINM GRY	STOCK NO.
RANCHO PALOS VEDES, CA [REDACTED]	YEAR / MAKE / MODEL 11/BMW SAV/X5 XDRIVE35I SP/X5 XDRIVE			DELIVERY DATE 12/31/10	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 5 U X Z V 4 C 5 X B L [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE 12/01/10
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 04/29/14		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 74058

JOB# 4 CHARGES

LABOR	J# 4-96BMZRENTAL	RENTAL VEHICLE	TECH(S) :998	0.00
SUBLET	PO# 463	VEND INV#	INV. DATE 05/08/14	DESCRIPTION RENTAL
TOTAL - SUBLET				INTERNAL 0.00
JOB# 4 TOTALS				
TOTALS				
*****				
[ ] CASH [ ] CHECK CK NO. [ ]				TOTAL LABOR.... 0.00
[ ] VISA [ ] MASTERCARD [ ] DISCOVER				TOTAL PARTS.... 0.00
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE				TOTAL SUBLET... 0.00
*****				TOTAL G.O.G.... 0.00
				TOTAL MISC CHG. 899.81
				TOTAL MISC DISC 0.00
				TOTAL TAX..... 23.34
				<b>TOTAL INVOICE \$ 923.15</b>

**FOR YOUR CONVENIENCE  
WE ARE OPEN  
THE FOLLOWING HOURS:**

**SERVICE DEPARTMENT**  
M thru F 7:30 AM to 6:00 PM  
Saturday 8:00 AM to 4:00 PM

**PARTS DEPARTMENT**  
M thru F 8:00 AM to 6:00 PM  
Saturday 8:00 AM to 4:00 PM

NICK ALEXANDER IMPORTS IS NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CUSTOMER CARS OR LOANER CARS.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**PAID**  
MAY 09 2014  
BY: VISA \$ 923.15

METHODS OF PAYMENT  
WE ACCEPT THE FOLLOWING  
MASTERCARD, VISA,  
AMERICAN EXPRESS,  
CHECK ACCEPTED  
WITH PROPER IDENTIFICATION  
**THANK YOU**

**ALL PARTS NEW  
UNLESS OTHERWISE  
INDICATED**

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NICK ALEXANDER BMW  
6333 S ALAMEDA ST  
LOS ANGELES, CA 90001

05/09/2014  
MID: 000000003710963

11:28:14  
TID: 05644955

CREDIT CARD  
VISA SALE

CARD #	XXXXXXXXXX	0019
INVOICE		0015
SEQ #:		000072
Batch #:		04453G
Approval Code:		Swiped
Entry Method:		Online
Mode:		\$0.00
Tax Amount:		
<b>SALE AMOUNT</b>		<b>\$923.15</b>

CUSTOMER COPY