

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline		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	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: CHATTANOOTA State: TN Zip Code: [REDACTED]		Date Received: 09-SEP-2014 OCT 07 2014 Repository: ☐ Reference No.: 10631969 E-mail Address: NOEMAIL@UNK.GOV Daytime Telephone Number: [REDACTED] Evening Telephone Number: SAME	
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 4USBT33514L [REDACTED]		Make: BMW	Model: Z4 Model Year: 2004
Date Purchased: 09-24-10	Dealer's Name and Telephone Number: BMW OF CHATTANOOGA 423-894-5660		Engine: No. Cylinders: 6
Original Owner: ☐	Dealer's City: CHATTANOOGA, TN Zip Code: 37415	Fuel Type: PREM	
Transmission Type: AUTO	☒ Antilock Brakes ☐ Cruise Control	Powertrain: 6 CYL	Multiple Failure: EVERY TRIP Incident Date(s): 12-OCT-2011
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 010000 STEERING		Failure Mileage: 20000	Failure Speed: 45
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: DOTM9ABC036):	☐ 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 2004 BMW Z4. WHILE DRIVING APPROXIMATELY 45 MPH, THE STEERING WHEEL SEIZED WITHOUT WARNING. THE FAILURE OCCURRED SEVERAL TIMES. THE DEALER DETERMINED THAT THE VEHICLE EXPERIENCED AN ELECTRICAL FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 20,000. DEALER BMW OF CHATTANOOGA 423-894-5660			
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 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.			

CUSTOMER #: [REDACTED]



INVOICE

BMW OF CHATTANOOGA

6806 E. BRAINERD RD.
CHATTANOOGA, TN 37421
PHONE (423) 894-5660
www.bmwofchattanooga.com

CHATTANOOGA, TN

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 502 JIMMY WAYNE PALMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	04	BMW Z4 ROADSTER 2.5I	4USBT33514I [REDACTED]		22784/22788	T1130	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR10 DD			WAIT 27JUN11			CASH	27JUN11
R.O. OPENED	READY	OPTIONS: STK:T4I [REDACTED] DLR:21233					
27JUN11	27JUN11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST	STATES	AFTER	DRIVING	15-20 MILES ON HWY STEERING STICKS IF YOU WIGGLE IT 1/2" EITHER WAY IT DOESNT STICK CK & ADVISE		
		TEST	OG1-PERFORM	SYSTEM TEST			
		428	CC			105.00	105.00
PARTS:		0.00	LABOR:	105.00	OTHER:	0.00	TOTAL LINE A: 105.00

,,, 22788 CP 1.00 CHECKED. FOUND STEERING STICKING AT TIMES---NECESSARY
,,, TO REMOVE LOWER COLIMN SHAFT AND TRACED PROBLEM TO EPS (ELECTRIC)
,,, COLUMN--CUSTOMER ADVISED--THIS COULD BE A SAFETY ISSUE---CAR NEEDS
,,, COLUMN, PROGRAMMING AND ALIGNMENT WILL NEED TO BE PERFORMED.

B PERFORM COMPLIMENTARY VEHICLE EXTERIOR WASH/RADIO STATION ON

CEW PERFORM COMPLIMENTARY VEHICLE EXTERIOR
WASH/RADIO STATION ON

3000 IW (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,, 22788 0.00 OK

EST: 105.00 27JUN11 07:41 SA: 502

CUSTOMER PAY ENVIRONMENTAL CHARGES FOR REPAIR ORDER 10.50

A FEW DAYS AFTER YOUR SERVICE VISIT BMW OF
NORTH AMERICA WILL PLACE A CALL TO YOU OUR
SERVICE CUSTOMER ASKING YOU TO GRADE OUR SERV
ADVISORS & TECHNICANS 1-4 IS FAILING SCORES
5 MEANING A SCORE OF 80-100. 5 IS THE SCORE
WE STRIVE FOR IN OUR SERVICE TO YOU AS OUR
VALUED CUSTOMER. PLEASE HELP US THANK YOU!

TERMS: STRICTLY CASH I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. In case of default in payment, I agree to pay cost of collection including reasonable attorney fees.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	105.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.50
TOTAL CHARGES	115.50
LESS INSURANCE	0.00
SALES TAX	10.68
PLEASE PAY THIS AMOUNT	126.18

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CK # [REDACTED]