



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)

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 <input type="checkbox"/>
28-OCT-2014	Reference No. 10650847

OWNER INFORMATION (Type or Print)

Name: [REDACTED]

Address: [REDACTED]

City: HOUSTON State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]

Evening Telephone Number: [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 WBA3B1G58EM [REDACTED]	Make BMW	Model 320I	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 20-JUL-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage 17000	Failure Speed
--	--------------------------	---------------

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)	<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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2014 BMW 320I. AFTER PARKING THE VEHICLE WITH THE BRAKES ENGAGED, THE TRANSMISSION SHIFTED GEARS INDEPENDENTLY. THE FAILURE OCCURRED MULTIPLE TIMES. THE DEALER STATED THAT THE FLOORMATS DEPRESSED THE ACCELERATOR PEDAL AND CAUSED THE VEHICLE TO SHIFT TO OTHER GEARS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE MANUFACTURER PERFORMED AN INVESTIGATION CONFIRMING THE DEALER'S DIAGNOSIS. THE APPROXIMATE FAILURE MILEAGE WAS 17,000.

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.



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	Repository <input type="checkbox"/>
28-OCT-2014	Reference No. 10650847

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		Daytime Telephone Number	E-mail Address
Address	[REDACTED]		[REDACTED]	[REDACTED]
City	State	Zip Code	Evening Telephone Number	
HOUSTON	TX	[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	Model	Model Year
WBA3B1G58EN [REDACTED]	BMW	320I	2014
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
March 2014	Advantage BMW - 281-557-9060	No: Cylinders 4	Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
	League City	TX	77573
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Auto	<input type="checkbox"/> Cruise Control		Transmission, Air Conditioner, Steering
			Incident Date(s)
			20-JUL-2014 07/14-10-14

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
Air Conditioner, Steering	17000	30-40 mph

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)	<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	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	0	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 2014 BMW 320I. AFTER PARKING THE VEHICLE WITH THE BRAKES ENGAGED, THE TRANSMISSION SHIFTED GEARS INDEPENDENTLY. THE FAILURE OCCURRED MULTIPLE TIMES. THE DEALER STATED THAT THE FLOORMATS DEPRESSED THE ACCELERATOR PEDAL AND CAUSED THE VEHICLE TO SHIFT TO OTHER GEARS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE MANUFACTURER PERFORMED AN INVESTIGATION CONFIRMING THE DEALER'S DIAGNOSIS. THE APPROXIMATE FAILURE MILEAGE WAS 17,000.

The car shifted into ~~gear~~ different gears in 3 ways ① when at 2 mph with brakes applied after starting the vehicle ② when at 30-40 mph while the brake was not applied ③ when slowing from 80-10
- Floor mats were not in vehicle when problem started. Dealer did not advise to remove them

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.

INVOICE

Invoice #



Advantage BMW

2101 San Jacinto at Gray
Houston, TX 77002
Main Phone Number:
Service Direct Number:
Service Appointment:

713-289-1200
713-289-1256
713-289-1218

FOR SERVICE APPOINTMENT CALL (713) 289-1299

LLANO, TX

Home: Bus: Customer #

Tag #: T4356

Cell: Email: Service Advisor: 422112 GABRIEL HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BLACK	14	BMW 320I	WBA3B1G58EN		16753	16769			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18MAR14			19:00 06AUG14		139.95	CASH	07AUG14	09:09 06AUG14	10:57 07AUG14
OPTIONS: SOLD-STK ENG:2.0 Liter									

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 A C/S AC STOP BLOWING COLD AIR ON THE WAY BACK FROM AUSTIN. CHECK AND ADVISE

CAUSE: Evaporator temperature sensor, front Poorly adjusted / outside tolerance
 0000006 Performing vehicle test 8409 WA (N/C)
 1 64-11-9-350-495 ADAPTER, EVAPORATOR TEMPERAT:64999911 8409 WA (N/C)
 6121528 Charging battery (at support point in engine compartment) 8409 WA (N/C)
 6499000 IHKA HOUSING CHECK AND ADAPTER INSTALL 8409 WA (N/C)
 6411943 Replacing evaporator temperature sensor (after vehicle diagnosis) 8409 WA (N/C)
 FC: 6451134000
 PART#: COUNT: CLAIM TYPE: AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
 16769 EVAPORATOR CORE FREEZING. CONNECTED BATTERY CHARGER (12.1V) AND INTERGATED FAULT MEMORY- NO FAULTS STORED. CHECKED FUNCTION OF A/C AND FOUND THAT AIR VOLUME WOULD BE REDUCED DURING LONGER ROAD TEST. DETERMINED EVAPORATOR WAS FREEZING AND BLOCKING AIR FLOW. MODIFIED THE ANGLE OF THE EVAPORATOR TEMPERATURE SENSOR TO ALLOW IT TO BETTER DETERMINE THE EVAPORATOR TEMPERATURE.

B WORLD CLASS EDGE MULTI-POINT INSPECTION
 WMPI WORLD CLASS EDGE MULTI-POINT INSPECTION
 8409ISVPL (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE



Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.
 FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Advantage BMW and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Advantage BMW and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this (www.bmw). 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.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.008, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

CUSTOMER SIGNATURE X

LABOR AMOUNT		
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
ADJUSTMENTS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

In addition to the charges for parts, labor, tax, etc. Advantage BMW also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately identified, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

INVOICE

Invoice #



Advantage BMW

2101 San Jacinto at Gray
Houston, TX 77002
Main Phone Number:
Service Direct Number:
Service Appointment:

713-289-1200
713-289-1256
713-289-1218

FOR SERVICE APPOINTMENT CALL (713) 289-1299

LLANO, TX

Home: Bus: Customer:

Tag #: T4356

Cell: Email: Service Advisor: 422112 GABRIEL HARRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BLACK	14	BMW 320I	WBA3B1G58EN		16753	16769			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18MAR14			19:00 06AUG14		139.95	CASH	07AUG14	09:09 06AUG14	10:57 07AUG14

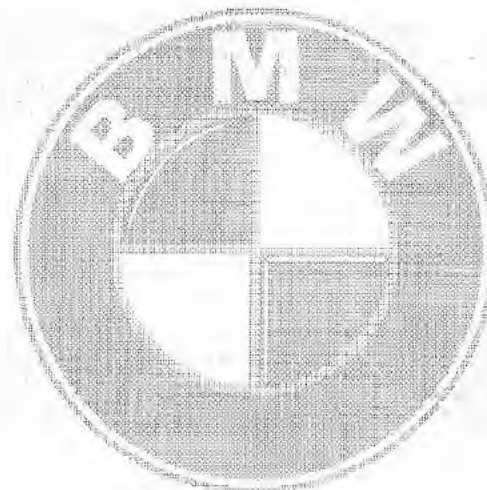
OPTIONS: SOLD-STK [redacted] ENG:2.0 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
16769	TECH	PERFORMED	COURTESY	VISUAL	MULTI-POINT	AND	COLOR GRADED
	CONDITIONS.	TEST	DRIVE	VEHICLE.	*****		

How did we do?



REVIEW US ONLINE BY
SCANNING THIS CODE



Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Advantage BMW and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Advantage BMW and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/vehicle. 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/vehicle.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §3.509, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account on the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

In addition to the charges for parts, labor, tax, etc. Advantage BMW also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

Thanks!

WE
APPRECIATE
YOUR
BUSINESS

AND

WE VALUE
YOUR OPINIONS
AND FEEDBACK!

PLEASE FILL OUT YOUR ONLINE SURVEY

*Any questions or
comments about your
service experience
please contact me:*

Doug Jensen
Service Director
713.289.1227

"Building Relationships For Life"

NOW AVAILABLE ONLINE APPOINTMENTS 24/7 @



Authorized Dealership
of BMW N.A.

Advantage BMW
Clear Lake

General Sales Manager **Brian Smith**

400 Gulf Freeway South
League City, TX 77573

Telephone

281.557.7000

Direct 281.557.7060

Faxmail

281.557.7020

bsmith@advantagecars.com

Web Address

www.advantagebmwcl.com

Center of Excellence



INVOICE

Invoice #

Advantage BMW of Clear Lake

400 Gulf Freeway South
League City, TX 77573
Main Phone Number: 281-557-7000
Service Direct Number: 281-557-7100



DUPLICATE 1

Tag #: **TG509**

FOR SERVICE APPOINTMENT CALL (281) 557-7099

LLANO, TX

Home: Bus: Customer

Cell: Email: Service Advisor: **416588 CHERYL SIMONS**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BLACK	14	BMW 320I	WBA3B1G58E		21184	21266			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18MAR14			19:00 31OCT14		139.95	CASH	31OCT14	13:58 20SEP14	15:48 31OCT14

OPTIONS: SOLD STK ENG:2.0 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOWING SERVICE						
	TS TOWING SERVICE						
	18073 ISVPL						(N/C)

B	C/S CK WHEN PUTTING CAR IN GEAR WITH FOOT ON BRAKE AND CAR HAS NOT MOVED CAR WILL SHUTTER						
	CAUSE: Oil cooler for automatic transmission Leaking						
	2499000 Job time without allowance for automatic transmission						
	18073 WA						(N/C)
	1 24-00-8-601-703 RMD AUTOMATIC						(N/C)
	TRANSMISSION:240519						(N/C)
	CORE CHARGE W						(N/C)
	1 17-21-7-600-553 HEAT EXCHANGER:172013						(N/C)
	2400554 Installing exchange transmission (without programming coding, refer to 61 00 ...)						(N/C)
	18073 WA						(N/C)
	1751550 Removing and installing or replacing charge air cooler						(N/C)
	18073 WA						(N/C)
	1700539 Bleeding and checking cooling system for leaks						(N/C)
	18073 WA						(N/C)
	FC: 1721054800						
	PART#:						
	COUNT:						
	CLAIM TYPE:						
	AUTH CODE:						

21197 W / DW // Verify vehicle is bucking in gear. Perform vehicle test and hook up charger due to 12.2 volts. No faults are present. Transmission is jerking. Took a fluid sample. Submitted TC case: 59894075. R/I the trans cooler to find the date codes and submit. Send fluid sample to PUMA. Was authorized to replace the transmission and

How did we do?

REVIEW US ONLINE BY SCANNING THIS CODE



KEYS RENTALS

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER IN LIEU OF CASH ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OF DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

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

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

LABOR AMOUNT	TOTALS
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Advantage BMW of Clear Lake and any other owner or servicer of this account may use any contact information you give us, including but not limited to, using automated dialing equipment, automated messages and text messaging. In addition, by signing below, you agree that Advantage BMW of Clear Lake and any other owner or servicer may use any contact information you give us, including but not limited to, using automated dialing equipment, automated messages and text messaging. In addition, by signing below, you agree that Advantage BMW of Clear Lake and any other owner or servicer may use any contact information you give us, including but not limited to, using automated dialing equipment, automated messages and text messaging. In addition, by signing below, you agree that Advantage BMW of Clear Lake and any other owner or servicer may use any contact information you give us, including but not limited to, using automated dialing equipment, automated messages and text messaging.

In addition to the charges for parts, labor, tax, etc., Advantage BMW of Clear Lake also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner. Small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:
216rr

NVS-

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.



If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid Chief

Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Subject: FW: NHTSA: Follow up to ODI Complaint: 10650847
Date: Thursday, December 11, 2014 11:07:19 AM
Attachments: [10650847 \[REDACTED\] mw.svc.AC.defect.pdf](#)
[10650847 \[REDACTED\] bmw.svc.TRANSMISSION.defect..BRIAN.SMITH.pdf](#)
[10650847 \[REDACTED\] .bmw.svc.TRANSMISSION.defect.pdf](#)
[EVOO_EMAIL_RESPONSE.doc](#)
[national.saftey.complaint.ORIGINAL.pdf](#)
[national.saftey.complaint.RESPONSE.pdf](#)

Subject: FW: NHTSA: Follow up to ODI Complaint: 10650847

From: [REDACTED]
Sent: Monday, December 08, 2014 12:49 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: 10650847

Please find attached, my response to the ODI complaint.

Regards,

[REDACTED]
[REDACTED]
[REDACTED]

This message is intended to be confidential. It may also be privileged or otherwise protected by work product immunity or other legal rules. If you have received it by mistake, please let us know by e-mail reply and delete it from your system. If you have received this e-mail by mistake you may not copy this message or disclose its contents to anyone.