INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 ☐ |
|---|---|
| APR 14 2016 03-FEB-2016 | Reference No. 10823997 |

**OWNER INFORMATION (Type or Print)**

| | | | |
|---|---|---|---|
| **Name** [redacted] | | Daytime Telephone Number [redacted] | E-mail Address |
| **Address** [redacted] | | Evening Telephone Number | |
| **City** BOCA RATON | **State** FL | **Zip Code** [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 BENTLEY | Model CONTINENTAL FLYING | Model Year 2015 |
|---|---|---|---|

| Date Purchased | Dealer's Name and Telephone Number | | | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|---|---|
| Original Owner ☐ | Dealer's City | State | Zip Code | | |

| Transmission Type | ☐ Antilock Brakes ☐ Cruise Control | Powertrain | Multiple Failure: | Incident Date(s) 10-OCT-2015 |
|---|---|---|---|---|

**FAILED COMPONENT(S)/PART(S) INFORMATION**

| Vehicle Component Codes: 284000 BACK OVER PREVENTION: CAMERA SYSTEM, 110000 ELECTRICAL SYSTEM | Failure Mileage 2000 | 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: DOTMAL9ABC036) | ☐ 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 | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | | | 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 2015 BENTLEY CONTINENTAL FLYING SPUR. WHEN THE CONTACT PLACED THE VEHICLE IN REVERSE, THE REAR CAMERA TOOK 15 TO 25 SECONDS TO ACTIVATE. WHEN THE VEHICLE WAS WARMED UP, IT FUNCTIONED PROPERLY. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT COULD NOT BE DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 2,000. THE VIN WAS NOT AVAILABLE.

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.**

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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer: NEF-160

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.

VIN
SC BET 92 AXFC [redacted]

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

NHTSA
www.nhtsa.gov

From: **Bill Richter** brichter@bramanmc.com
Subject: RE: Delay
Date: October 20, 2015 at 3:54 PM
To: [redacted]

Hi, I received your message about the delay in the infotainment system in the car. It was checked while the tire was in process. Here is the technician report on this concern:

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00
Story: 1166 MAIN BATTERY 50% DISCHARGED 0 TEST AND SLOW CHARGE BATTERY. CHECK INFOTAINMENT UNIT FOR PROPER OPERATION. UNIT CYCLES ON AS AMPS POWER Up.

I have the car washed and ready for return.

**Bill Richter**
Customer Service Consultant
Bentley Palm Beach
(561) 242-3241
2901 Okeechobee Blvd.
West Palm Beach, FL 33409
brichter@bramanmc.com

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**From:** [redacted]
**Sent:** Monday, October 19, 2015 7:14 PM
**To:** Bill Richter
**Subject:** Delay

Hi Bill,
There is also a delay with the system after you start the car. It used to be instantaneous with the other Bentley. Can you have them check it.

Thanks,
[redacted]

Sent from my iPhone

On Oct 19, 2015, at 5:23 PM, Bill Richter <brichter@bramanmc.com> wrote:

> Hello!
>
> The LH rear tire has been punctured (and it looks like it has been plugged). A replacement is 760.00 + tax.
>
> Also, the RF wheel has a small scratch on the outer area near the tire – just a notation.
>
> We can have this ready and returned 10/20.
>
> Is it ok to proceed?
> **Bill Richter**
> Customer Service Consultant

Bentley Palm Beach
(561) 242-3241
2901 Okeechobee Blvd.
West Palm Beach, FL 33409
brichter@bramanmc.com

From: **Bill Richter** brichter@bramanmc.com
Subject: RE: Mechanical system still faulty
Date: December 2, 2015 at 8:16 AM
To: [redacted]
Cc: Alan Kurtz alan.kurtz@bramanmc.com

Hello [redacted]

I apologize for the concern regarding the Bentley infotainment/reverse camera. During the time it was here, it was noted to be operating as it is designed. There were no stored faults and it was performing properly in the workshop at all times tested. I did raise a concern report with the manufacturer due to the fact that you had a prior concern about this. I will be following that up as well as making our management aware of this in detail.

Kindest regards,
**Bill Richter**
Customer Service Consultant
Bentley Palm Beach
(561) 242-3241
2901 Okeechobee Blvd.
West Palm Beach, FL 33409
**brichter@bramanmc.com**

**From:** [redacted]
**Sent:** Wednesday, December 02, 2015 6:00 AM
**To:** Bill Richter
**Cc:** Daniel A. Seigel
**Subject:** Mechanical system still faulty

Bill,
There is still something wrong with my mechanical system. Why is this being ignored? This is unacceptable. Please contact the general manager.

You had my car over ten days, Nov. 20- 30 and nothing was addressed.

I almost ran over the grocery guy on Monday because when in reverse the delay in the system did not pick up him still standing behind the car. No beeping and no camera, just the man screaming and banging on the back of my car. The hood popped open. The reverse camera has a delay among other issues. Last night after reversing the system stayed in reverse mode while I was driving forward. Showing a diagram of the car no camera this lasted for 30-40 seconds.

We have yet to use the DVD system and not sure if that actually works. I never had this issue with my last Bentley. The navigation buttons have to be pressed two to three times to register. Everything is a delay.

I requested a diagnosis last week and did not get a response to my email. My car was returned with the same issues.

The gentleman I almost injured works at whole foods in Boca. I'm lucky I did not hurt him. This car is dangerous for me to drive if the mechanical system has delays. The loaner Bentley did not have any issues.

Again, please forward to general manager and plan on picking this car up for repair, I will need a Bentley loaner. If your service department is not equipped to repair the mechanical system please contact someone from Bentley America.

Best,
[redacted]

Sent from my iPad

Begin forwarded message:

> **From:** [redacted]
> **Date:** November 30, 2015 at 8:18:25 AM EST
> **To:** Bill Richter <brichter@bramanmc.com>
> **Subject: Re:** [redacted]
>
> Hi Bill,
> did you figure out what the issue was?
>
> On Nov 30, 2015, at 8:13 AM, Bill Richter <brichter@bramanmc.com> wrote:
>
>> Yes. It will be delivered today.
>>
>> Bill Richter
>> Customer Service Consultant
>> Bentley Palm Beach
>> (561) 242-3241
>> 2901 Okeechobee Blvd.
>> West Palm Beach, FL 33409
>> brichter@bramanmc.com
>>
>> -----Original Message-----
>> From: [redacted]
>> Sent: Friday, November 27, 2015 9:05 AM
>> To: Bill Richter
>> Subject: [redacted]

hI Bill,

Can you give me an update on our car? Let me know if it will be delivered on Monday.

Thanks,

[redacted]

Sent from my iPhone

From: [redacted]
Subject: Re: Bentley
Date: December 28, 2015 at 1:50 PM
To: Bill Richter brichter@bramanmc.com

Impossible. Did you go in yourself and sit in the car and put it in reverse after it's been sitting overnight or for an hour?

Sent from my iPhone

> On Dec 28, 2015, at 7:17 AM, Bill Richter <brichter@bramanmc.com> wrote:
>
> As of this writing, I am being told that this is normal operation.
>
> Bill Richter
> Customer Service Consultant
> Bentley Palm Beach
> (561) 242-3241
> 2901 Okeechobee Blvd.
> West Palm Beach, FL 33409
> brichter@bramanmc.com
>
> -----Original Message-----
> From: [redacted]
> Sent: Saturday, December 26, 2015 12:15 PM
> To: Bill Richter
> Subject: Bentley
>
> Hi Bill,
> Can you tell me what the diagnosis is for the delay on Bentley. To confirm, when the Bentley has been off for more than an hour, when placed in reverse there is a 8-10 second delay for rear censor and camera to function. When it finally functions and the car is in drive the screen remains on a parked car diagram.
>
> Because of this delay I have almost run over the grocery man and hit parked cars.
>
> We did not have this delay in our other Bentley.
>
> Let me know how this will be resolved.
>
> Best
> [redacted]
>
> Sent from my iPhone

From: [redacted]
Subject: ELECTRICAL SYSTEM
Date: January 2, 2016 at 2:11 AM
To: Richter Bill brichter@bramanmc.com

Hi Bill,
I spoke to Alan the other day regarding the delay in reverse camera. I've been doing quite a bit of research into the delay of a rear view camera system and sensor. It is completely unacceptable.

Example of one of the articles I recently read:

# "Automatic System Switching

Possibly the most important feature to look for when purchasing a rear view camera system, is that system's ability to switch on automatically whenever the vehicle's transmission is placed in reverse. This is accomplished by connecting a single wire to the vehicle's backup light circuit, sending a signal to the rear view camera system, causing it to switch on without any action by the operator.

Many so-called 'rear view camera systems' don't have this feature, and will require you to manually switch the system on every time you want to see behind you. The higher end systems (any true 'rear view camera system') will have this ability to switch on automatically, in addition to being turned on manually any time using the monitor's front panel power button (or wireless remote control, if so equipped). The better multiple camera systems can automatically switch more than one camera.

Since it's very inconvenient and extremely unsafe for the motor vehicle operator to be required to switch the system on manually every time he or she wants to back up, it's imperative that you never purchase a rear view camera system without the ability to switch on automatically. If the system you're considering doesn't clearly list this feature, it almost certainly doesn't have this feature. Never purchase a rear view camera system without this feature."

I am insulted by the suggestion that I should accept any delay that lasts more than 2 seconds for my automatic system to engage when car is in reverse. 8-10 seconds is obviously a problem.

The NHTSA website also offers quite a bit of information on the topic as well.

Please continue to work with Alan and Bentley America to figure out why I have a delay in camera and sensor.

I would like to request a Bentley loaner for Monday, since we are returning on Sunday.

Please let me know if this could be arranged.

Best,

[redacted]

Sent from my iPhone

Begin forwarded message:

> **From:** [redacted]
> **Date:** January 1, 2016 at 3:09:18 PM HST
> **To:** Richter Bill <brichter@bramanmc.com>
> **Subject: Bentley Recall Campaign 15V688000 ELECTRICAL SYSTEM I AutoMD**
>
> Hi Bill,
> Is this a concern for our car ?
> Best,
> [redacted]
>
> https://www.automd.com/recall/campaign_c115374/
>
> Sent from my iPhone

# MOTOR VEHICLE LEASE AGREEMENT

**Bentley Financial Services**
Contact us at (888) 641-6386

DEAL# 362765

BENTLEY FINANCIAL SERVICES

**1. LESSEE AND LESSOR.**

| LESSEE(S) (and CO-LESSEE, if any) Name and Address | LESSOR (Dealer) Name and Address |
|---|---|
| [redacted]<br>PHILADELPHIA PA [redacted] | BRAMAN MOTORCARS<br>2901 OKEECHOBEE BLVD<br>WEST PALM BEACH, FL 33409 |
| VEHICLE'S GARAGING ADDRESS (if different than Lessee's address)<br>550 SE 5TH AVE 901 S<br>BOCA RATON FL 33432 | DATE 07/01/2015<br>ACCOUNT NUMBER<br>LEASE TERM 48 months |

Lessee(s) and Co-Lessee, if any, (collectively "Lessee," "you" and "your") agree to lease from lessor ("Lessor") the leased vehicle described below ("Vehicle") according to the terms and conditions set forth on the front and back of this lease agreement ("Lease"). You acknowledge that this Lease will be assigned to Porsche Leasing Ltd. or an assignee designated by Porsche Leasing Ltd. (collectively "Assignee").

**This is a Single Payment Lease if this box is checked:** ☐

**2. VEHICLE DESCRIPTIONS.**

A. LEASED VEHICLE. XX ☐ New ☐ Used Primary Use: X ☐ Personal ☐ Business

| Year | Make | Model | Body Style | Odometer Reading | Vehicle Identification No. |
|---|---|---|---|---|---|
| 2015 | BENTLEY | FLYING SPU | N/A | 23 | SCBET9ZAXFC[redacted] |

B. TRADE-IN VEHICLE. Year 2009 Make BENTLEY Model CONTINET

**3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY.** (Itemized below)* $ 13000.00

**4. MONTHLY PAYMENTS OR SINGLE PAYMENT.**
A. Your first Monthly Payment of $ 3348.16 is due on 01 JUL 2015 followed by 47 payments of $ 3348.16 due on the 31ST of each month.
B. The total of your Monthly Payments is $ 160711.68.
C. If this is a Single Payment Lease, your Single Payment of $ N/A is due on N/A, which is at Lease Signing or Delivery as shown in Section 7(A)(3).

**5. OTHER CHARGES.** (Not part of your Monthly Payment or Single Payment)
A. Termination Fee (if you do not purchase the Vehicle) $ 500.00
B. N/A $ N/A
C. Total $ 500.00

**6. TOTAL OF PAYMENTS.** (The amount you will have paid by the end of the Lease)
$ 170863.52
(Section 3 **plus** Section 4(B) **plus** Section 4(C) **plus** Section 5(C) **minus** Section 7(A)(2) **minus** Section 7(A)(3))

**7. *ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY**

**A. Amount Due at Lease Signing or Delivery:**

| | | |
|---|---|---|
| (1) | Capitalized Cost Reduction | $ 7468.39 |
| (2) | First Monthly Payment | 3348.16 |
| (3) | Single Payment | N/A |
| (4) | Title Fees | N/A |
| (5) | Registration Fees | N/A |
| (6) | License Fees | 200.00 |
| (7) | Sales or Use Tax | 1059.95 |
| (8) | Acquisition Fee | N/A |
| (9) | /DLR FEE | 754.50 |
| (10) | AG AGCY PROC FEE | 169.00 |
| (11) | Total | $ 13000.00 |

**B. How the Amount Due at Lease Signing or Delivery will be Paid:**

| | | |
|---|---|---|
| (1) | Net Trade-in Allowance | $ N/A |
| (2) | Rebates and Noncash Credits | N/A |
| (3) | Amount to be Paid in Cash | 13000.00 |
| (4) | N/A | N/A |
| (5) | Total | $ 13000.00 |

**8. YOUR MONTHLY PAYMENT OR SINGLE PAYMENT IS DETERMINED AS SHOWN BELOW:**

A. **Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 13746.43) and any items you pay over the Lease Term (such as service contracts, insurance, and any outstanding prior credit or lease balance) ..... $ 232135.43
If you want an itemization of this amount, please check this box. ☐
B. **Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost ..... − 7468.39
C. **Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment or Base Single Payment .... = 224667.04
D. **Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment or Base Single Payment ..... − 94500.00
E. **Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term ..... = 130167.04
F. **Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts ..... + 21447.68
G. **Total of Base Monthly Payments or Single Payment.** The Depreciation and any Amortized Amounts plus the Rent Charge ..... = 151614.72
H. **Lease Payments.** The number of payments in your Lease ÷ 48
I. **Base Monthly Payment or Base Single Payment** ..... = 3158.64
J. **Administrative Charge** ..... + N/A
K. **Monthly or Total Sales/Use Tax** ..... + 189.52
L. N/A + N/A
M. **Total Monthly Payment ("Monthly Payment") or Total Single Payment ("Single Payment")** ..... = $ 3348.16

**Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.**

**9. EXCESSIVE WEAR AND USE.** You may be charged for Excess Wear and Use based on our standards for normal use and for mileage in excess of 10,000 miles per year at the rate of $ 1.50 per mile, subject to proration in the event of early termination under Section 21 (D).

**10. PURCHASE OPTION AT END OF LEASE TERM.** You have an option to purchase the Vehicle "AS IS" at the end of the Lease Term for the sum of the Residual Value, plus Purchase Option Fee of $ N/A. You may also be required to pay any applicable fees, taxes and other charges, as referenced under Section 17.

**Other Important Terms.** See your Lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

**Pennsylvania Notice:** If you do not meet your Lease obligations, you may lose the Vehicle.
**AK, OR, and SD Notice:** If this Lease is for a consumer purpose, then this Lease is **CONSUMER PAPER.**

**11. ESTIMATED OFFICIAL FEES AND TAXES.**
The estimated amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your Monthly Payments or Single Payment or assessed otherwise:

| | |
|---|---|
| A. Estimated Sales/Use Tax | $ 10156.91 |
| B. Estimated Personal Property, Excise or Other Taxes | $ N/A |
| C. Estimated License, Registration and Certificate of Title Fees | $ 860.00 |
| D. Total of Estimated Official Fees and Taxes | $ 11016.91 |

The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the Vehicle at the time a fee or tax is assessed.

**12. WARRANTIES.**
If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the vehicle is used, it is only covered by the express warranty(ies) identified below:
☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.
☐ The Vehicle is covered by the standard manufacturer's used vehicle warranty.

Lessor assigns to you all rights Lessor has under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You are leasing the Vehicle **"AS-IS." Lessor makes no warranties or representations, either express or implied as to the Vehicle or any part or accessory thereof. Lessor makes no warranty of merchantability or fitness of the Vehicle for any particular purpose or any other representation or warranty whatsoever. If this Lease is signed in Kansas, Maine, Massachusetts, Mississippi, Vermont (if the Vehicle is new) or West Virginia, Lessor does not exclude any implied warranty of merchantability or fitness for a particular purpose.**

**13. SIGNATURES.**
YOU AGREE TO ALL PROVISIONS OF THIS LEASE INCLUDING THOSE ON THE REVERSE SIDE HEREOF WHICH ARE INCORPORATED HEREIN BY REFERENCE.

**THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT. PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.**

**NOTICE TO LESSEE: (1) DO NOT SIGN THIS LEASE BEFORE YOU READ IT. (2) YOU ARE ENTITLED TO A COPY OF THIS LEASE. YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.**

| INDIVIDUAL LESSEE(S) | |
|---|---|
| Lessee Signature | Co-Lessee's Signature |
| X | X [redacted] |
| **BUSINESS LESSEE** | Authorized Signer's Name / Title |
| Business Name [redacted] | (Print) PRESIDENT |
| [redacted] X [redacted] | |

The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; and (2) assigning all right, title and interest in this Lease, the Vehicle and the Guaranty, if any, to the Assignee according to the terms and conditions of the Dealer Agreement between Lessor and Assignee.

| Lessor (Dealer) Name | |
|---|---|
| BRAMAN MOTORCARS | X [redacted] |

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS

Original to BFS | Copy to Lessee | Copy to Co-Lessee | Copy to File

[redacted]

CUSTOMER #: [redacted] [redacted] [redacted]

BOCA RATON, FL [redacted]

[redacted]

PHILADELPHIA, PA [redacted]

[redacted]

HOME:
BUS:

CONT: [redacted]
CELL:

**BRAMAN** MOTORCARS PALM BEACH
www.bramanmotorcars.com

*INVOICE*

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

PAGE 1

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 3054/3059 | T6484 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 08JAN16 | | | CASH | 08JAN16 |

| R.O. OPENED | READY | OPTIONS: | SOLD-STK: [redacted] | DLR:1 |
|---|---|---|---|---|
| 15:55 21DEC15 | 13:22 08JAN16 | | | |

| LINE OPCODE TECH TYPE HOURS | LIST | NET | TOTAL |
|---|---|---|---|
| A PICK-UP AND DELIVER CUSTOMER'S VEHICLE | | | |
| PUD PICK-UP AND DELIVER CUSTOMER'S VEHICLE | | | |
| 48 IVSP | | | (N/C) |
| SUBL GARDENS TOWING INV# [redacted] TOW IN CUST VEH PO# [redacted] | | | |
| IVSP | | | (N/C) |
| SUBL GARDENS TOWING INV# [redacted] TOW BACK CUST VEH PO# [redacted] | | | |
| IVSP | | | (N/C) |
| ********** | | | |
| B CUSTOMER STATES THE REVERSE CAMERA DOES NOT COME ON WHEN REVERSE IS SELECTED--HAPPNES IF CAR HAS BEEN SITTING FOR AN HOUR OR MORE. OK IF CAR IS IN USE WITHOUT SITTING | | | |
| INFO INFORMATION ONLY | | | |
| 48 WV | | | (N/C) |
| TEST DROVE CAR, AND THEN COMPARED THE OPERATION TO A LIKE VEHICLE AND FOUND THE OPERATION TO BE AS EXPECTED | | | |
| ********** | | | |
| C** PLEASE OPEN BICS TRANSACTION | | | |
| INFO INFORMATION ONLY | | | |
| 48 IVSP | | | (N/C) |
| 3059 CREATED DISS TICKET BA ID 71374790 | | | |
| ********** | | | |
| D** ADDED BY CUSTOMER: PARK DISTANCE SYSTEM ONLY SOUNDS WHEN IT IS NEAR AN OBJECT | | | |
| INFO INFORMATION ONLY | | | |
| 48 WV | | | (N/C) |
| 3059 TEST DROVE CAR AND COMPARED TO LIKE VEHICLE. FOUND VEHICLE WORKS AS EXPECTED | | | |
| ********** | | | |
| E** ADDED BY CUSTOMER: AT TIMES THE PARK DISTANCE GRAPHIC IS DISPLAYED INSTEAD OF VIDEO IMAGE | | | |
| INFO INFORMATION ONLY | | | |
| 48 WV | | | (N/C) |
| 3059 TEST DROVE CAR AND COMPARED TO LIKE VEHICLE. FOUND OPERATION AS EXPECTED. CHECKED SETTINGS IN MMI AND FOUND THE SETTINGS FOR REAR | | | |

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT

X
SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

**BRAMAN** MOTORCARS PALM BEACH
www.bramanmotorcars.com

*INVOICE*

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

[redacted]

PHILADELPHIA, PA [redacted]

PAGE 2

[redacted]

HOME:
BUS:
CONT: [redacted]
CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 3054/3059 | T6484 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 08JAN16 | | | CASH | 08JAN16 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 15:55 21DEC15 | 13:22 08JAN16 | SOLD-STK: [redacted] DLR:1 |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CAMERA SET AND WORKING AT THIS TIME. PLEASE NOTE: THE CAMERA WILL COME ON IN REVERSE, BUT AT LOW SPEEDS AND WHEN PDC IS ACTIVE THE GRAPHIC FOR PARKING DISTANCE WILL DISPLAY

**********

F PROVIDE BENTLEY CONTINENTAL FLYING SPUR COURTESY RENTAL FREE OF CHARGE FOR CUSTOMER SATISFACTION

RENTAL YOUR BRAMAN COURTESY RENTAL IS A VALUE OF $100/DAY. YOU MUST ABIDE BY THE TERMS IN THE RENTAL AGREEMENT. FUEL IS CHARGED @ $10 PER 1/8TH OF A TANK.

48 IVSP (N/C)

**********

We THANK YOU for your business. Your car has gone through our automated car wash and has been vacuumed. We strive to deliver a TRULY EXCEPTIONAL service experience. You may receive a survey via email. Your score is a reflection of your service advisor. Clicking all 10's indicates your satisfaction.

THE SELLER, BRAMAN MOTORCARS, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND BRAMAN MOTORCARS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PRODUCT. (P.L. 93-637). CUSTOMER SHALL NOT BE ENTITLED TO RECOVER ANY CONSEQUENTIAL DAMAGES, PUNITIVE DAMAGES, DAMAGES TO PROPERTY, OR DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. LIMITED WARRANTY: THE ONLY WARRANTIES APPLYING TO THE PART(S) INSTALLED ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. REFER TO MANUFACTURER'S LIMITED WARRANTY FOR DETAILS.

| DESCRIPTION | TOTALS |
|---|---|
| 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 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 0.00 |

I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT

X
SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

**BRAMAN** MOTORCARS PALM BEACH
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INVOICE

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

PHILADELPHIA, PA [redacted]
[redacted]

PAGE 1

HOME: CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 2349/2351 | T6903 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 23NOV15 | | | CASH | 07DEC15 |

| R.O. OPENED | READY | OPTIONS: |
|---|---|---|
| 15:45 23NOV15 | 08:23 04DEC15 | SOLD-STK: [redacted] DLR:1 |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PICK-UP AND DELIVER CUSTOMER'S VEHICLE
PUD PICK-UP AND DELIVER CUSTOMER'S VEHICLE
48 IVSP (N/C)
**********

B CUSTOMER STATES THE INFOTAINMENT SYSTEM IS VERY SLOW TO COME ON--OK AT CHECK IN
NFF NO FAULT FOUND
48 WV (N/C)
NFF OPERATED VEHICLE AND FOUND RADIO FUNCTION TO BE AS EXPECTED.
NOTE: IT IS NORMAL FOR THE RADIO/AIR CONDITIONING/NAVIGATION/VEHICLE SYSTEMS/PHONE/CONTACTS- SYSTEM TO TAKE A FEW SECONDS TO BOOT UP AND INITAILIZE THOSE MODULES.
**********

C CUSTOMER STATES THE TRUNK DOES NOT OPEN PROPERLY--MUST RAISE IT MANUALLY--OK AT CHECK IN
135 OPERATING NORMALLY AT THIS TIME
48 IVSP (N/C)
OPERATED THE BOOT LID SEVERAL TIMES, AND FOUND THE BOOT LID TO OPERATE AS EXPECTED.
**********

We THANK YOU for your business. Your car has gone through our automated car wash and has been vacuumed. We strive to deliver a TRULY EXCEPTIONAL service experience. You may receive a survey via email. Your score is a reflection of your service advisor. Clicking all 10's indicates your satisfaction.

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**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

| DESCRIPTION | TOTALS |
|---|---|
| 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 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

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INVOICE

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

[redacted]
PHILADELPHIA, PA [redacted]
[redacted]

PAGE 1

HOME:
BUS:
CONT: [redacted]
CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 1165/1166 | T6755 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 20OCT15 | | | CASH | 02NOV15 |

| R.O. OPENED | READY | OPTIONS: STK: [redacted] DLR:1 |
|---|---|---|
| 16:54 19OCT15 | 16:12 21OCT15 | |

| LINE OPCODE TECH TYPE HOURS | LIST | NET | TOTAL |
|---|---|---|---|
| A PICK-UP AND DELIVER CUSTOMER'S VEHICLE | | | |
| PUD PICK-UP AND DELIVER CUSTOMER'S VEHICLE | | | |
| 99 IVSP | | | (N/C) |
| SUBL GARDENS TOWING - INVOICE #[redacted] - TOW OUT -10/19/15 PO#[redacted] | | | |
| IVSP | | | (N/C) |
| SUBL GARDENS TOWING - INVOICE #[redacted] - TOW OUT -9/29/15 PO#[redacted] | | | |
| IVSP | | | (N/C) |
| ********** | | | |
| B CUSTOMER STATES THE CAR HAS A FLAT TIRE-- NOT SPECIFIED ON PRE-WORK ORDER OR VEHICLE CONDITION REPORT | | | |
| B404A MOUNT AND BALANCE 1 TIRE 19" | | | |
| 47 CV | | 100.00 | 100.00 |
| 1 3W0601313AE PIRELLI TYRE 275/35 ZR21 | 805.54 | 632.58 | 632.58 |
| 1 DSPSL Tire disposal | 5.00 | 5.00 | 5.00 |
| 1 TT FLORIDA TIRE TAX | 1.00 | 1.00 | 1.00 |
| 1 WW2 RR WHEEL WEIGHT | 3.95 | 3.95 | 3.95 |
| 1166 TEMP REPAIR TO L/R TIRE(PLUGGED) 1.00 MOUNT AND BALANCE LEFT REAR TIRE. | | | |
| ********** | | | |
| C YOUR BRAMAN COURTESY RENTAL IS A VALUE OF $100/DAY. YOU MUST ABIDE BY THE TERMS IN THE RENTAL AGREEMENT. FUEL IS CHARGED @ $10 PER 1/8TH OF A TANK. | | | |
| RENTAL YOUR BRAMAN COURTESY RENTAL IS A VALUE OF $100/DAY. YOU MUST ABIDE BY THE TERMS IN THE RENTAL AGREEMENT. FUEL IS CHARGED @ $10 PER 1/8TH OF A TANK. | | | |
| 99 IVSR | | | (N/C) |
| ********** | | | |
| D** ADDED CUSTOMER VIA EMAIL: CUSTOMER STATES THERE IS A DELAY IN THE START UP OF THE INFOTAINMENT SYSTEM--IT IS NOT COMING ON INSTANTLY | | | |
| INFO INFORMATION ONLY | | | |
| 47 WV | | | (N/C) |
| 1166 MAIN BATTERY 50% DISCHARGED 0.00 | | | |

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| **PLEASE PAY THIS AMOUNT** | |

**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

CUSTOMER COPY

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

PHILADELPHIA, PA [redacted]

[redacted]

HOME:
BUS:

CONT: [redacted]
CELL:

**BRAMAN** MOTORCARS PALM BEACH
www.bramanmotorcars.com

INVOICE

PAGE 2

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 1165/1166 | T6755 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 20OCT15 | | | CASH | 02NOV15 |

| R.O. OPENED | READY | OPTIONS: STK: [redacted] DLR:1 |
|---|---|---|
| 16:54 19OCT15 | 16:12 21OCT15 | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|

TEST AND SLOW CHARGE BATTERY.
CHECK INFOTAINMENT UNIT FOR PROPER OPERATION. UNIT CYCLES ON AS AMPS POWER UP

**********

We THANK YOU for your business. Your car has gone through our automated car wash and has been vacuumed. We strive to deliver a TRULY EXCEPTIONAL service experience. You may receive a survey via email. Your score is a reflection of your service advisor. Clicking all 10's indicates your satisfaction.

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | 100.00 |
| PARTS AMOUNT | 636.53 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 6.00 |
| TOTAL CHARGES | 742.53 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 44.55 |
| **PLEASE PAY THIS AMOUNT** | 787.08 |

**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

**BRAMAN** MOTORCARS PALM BEACH
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INVOICE

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
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STATE REGISTRATION: MV 45536

[redacted]

PHILADELPHIA, PA [redacted]

PAGE 1

HOME:
BUS:
CONT: [redacted]
CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 260/290 | T6824 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 30SEP15 | | | CASH | 12OCT15 |

| R.O. OPENED | READY | OPTIONS: STK: [redacted] DLR:1 |
|---|---|---|
| 17:16 25AUG15 | 14:33 30SEP15 | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PICK-UP AND DELIVER CUSTOMER'S VEHICLE
PUD PICK-UP AND DELIVER CUSTOMER'S VEHICLE
48 IVSP (N/C)
**********

B CUSTOMER STATES THERE IS A VIBRATION/RATTLE AT 50 MPH
01210000 TEST DRIVE
48 WVG (N/C)
06890000 VEHICLE
48 WVG (N/C)
44405500 TIRE(S) REPLACE
48 WVG (N/C)
3 3W0601313AE PIRELLI TYRE 275/35 ZR21 (N/C)
3 DSPSL Tire disposal (N/C)
3 TT FLORIDA TIRE TAX (N/C)
3 WW2 RR WHEEL WEIGHT (N/C)
290 FLAT-SPOTS. CUST. APPROVED FORCEMATCH BALANCE. 4.00, ASM AUTH REPLACEMENT OF OUT-OF-SPEC. TIRES. 3.0 ONE NEW TIRE OUT OF SPEC. 1.00 8.00 TEST DROVE CAR, VERIFIED CUSTOMERS CONCERN. PERFORMED FORCE-MATCH BALANCE, FOUND THREE TIRES THAT ARE OUT OF SPEC. TEST DROVE CAR, AND FOUND SHIMMY IS NOT AS IT WAS. ASM INQUIRED ABOUT CUSTOMERS CONCERN. ADVISED ASM ABOUT OUT-OF-SPEC TIRES. ASM AUTHORIZED REPLACEMENT OF THOSE TIRES. PRINTOUTS ATTACHED. ASM ALSO INCLUDED TIRE CRADLES TO REDUCE FLAT-SPOTTING DURING STORAGE SITUATIONS. CRADLES IN THE TRUNK.
**********

C CUSTOMER STATES THE SATELLITE RADIO IS NOT FUNCTIONING
NPF NO PROBLEM FOUND-OPERATING TO MAN. SPEC.
48 IVN (N/C)
260 NFF DURING TEST DRIVE, FOUND THE SAT RADIO UPDATED CHANNELS, AND THE SERVICE WAS OPERATIONAL. SAT RADIO WORKING AS EXPECTED
**********

D PROVIDE BENTLEY FLYING SPUR COURTESY RENTAL FREE OF CHARGE FOR CUSTOMER SATISFACTION
RENTAL YOUR BRAMAN COURTESY RENTAL IS A VALUE OF $100/DAY. YOU MUST ABIDE BY THE TERMS IN THE

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT

X
SIGNATURE

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CUSTOMER #: [redacted]

[redacted]

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SERVICE: (561) 640-2900
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STATE REGISTRATION: MV 45536

[redacted]

PHILADELPHIA, PA [redacted]

[redacted]



HOME: CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 260/290 | T6824 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 30SEP15 | | | CASH | 12OCT15 |

| R.O. OPENED | READY | OPTIONS: STK: [redacted] DLR:1 |
|---|---|---|
| 17:16 25AUG15 | 14:33 30SEP15 | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RENTAL AGREEMENT. FUEL IS CHARGED @ $10 PER
1/8TH OF A TANK.
99 IVSR (N/C)
**********

E** SERVICE CAMPAGIN EA30
91042500 ECM rear multimedia system programming
48 WV (N/C)
290 ATTEMPTED TO PERFORM EA30. FOUND REAR SEAT ENTERTAINMENT DOES NOT OPERATE. TSR ICON GREYED OUT. CHECKED FOR FAULTS, CREATED DISS TICKET HOTLINE ADVISED TO SWAP DISC UNITS FROM SEAT TO SEAT. FOUND NO CHANGES MADE. ADDED LINE FOR RSE DIAGNOSIS TIME. EA30 PERFORMED SUCCESSFULLY AFTER RSE MODULES RECTIFIED. (LO 91 04 25 00, DAMAGE SVC # EA30, DAMAGE CODE 0066, CRITERIA ID - 01, 100-TU).
**********

F** SERVICE CAMPAGIN EA31
01290002 SELF-DIAGNOSIS: READ DATA MEMORY
48 WV (N/C)
275 CAMPAIGN PERFORMED EA31 BOOT LID MODULE SOFTWARE UPDATE
**********

G** NOTED DURING INSPECTION BY TECHNICIAN: MAIN BATTERY IS DEAD AND IS NOT CHARGING --3V
27062000 BATTERY REMOVE+REINSTALL
48 IVN (N/C)
1 000915105CE BATTERY, FILLED AND CHARG (N/C)
275 BATTERY FAILED TESTING. REPLACEMENT AUTHORIZED PRIOR TO REPLACEMENT 1.20 RENEWED FAILED MAIN BATTERY AS PER SM AUTH.
**********

H** NOTED DURING SERVICE CAMPAGIN: REAR SEAT ENTERTAINMENT SYSTEM IS NOT OPERATING
CAUSE: (OPEN TIME CLAIMED TO PERFORM DIAGNOSTIC PROCEDURES TO LOCALIZE DEFECT) (SVC #[redacted] DAMAGE CODE 0040)
91941999 MULTIMEDIA DISPLAY UNITR/I- OPEN TIME
48 WV (N/C)
91042500 ECM rear multimedia system programming

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| **PLEASE PAY THIS AMOUNT** | |

**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

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PHILADELPHIA, PA [redacted]

PAGE 3

[redacted]

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SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

HOME:
BUS:
CONT: [redacted]
CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 260/290 | T6824 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 30SEP15 | | | CASH | 12OCT15 |

| R.O. OPENED | READY | OPTIONS: | STK: [redacted] | DLR:1 |
|---|---|---|---|---|
| 17:16 25AUG15 | 14:33 30SEP15 | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | | LIST | NET | TOTAL |
|---|---|---|---|---|---|---|---|---|
| | | 48 | WV | | | | | (N/C) |
| | 70491900 | REAR FLOOR COVERING REMOVE+REINSTALL | | | | | | (N/C) |
| | | 48 | WV | | | | | (N/C) |
| | 92272000 | WIPER BLADE REMOVE+REINSTALL | | | | | | (N/C) |
| | | 48 | WV | | | | | (N/C) |
| | 70671920 | B-PILLAR TRIM REMOVE+REINSTALL | | | | | | (N/C) |
| | | 48 | WV | | | | | (N/C) |
| | 01290020 | DIAG | | | | | | (N/C) |
| | | 48 | WV | | | | | (N/C) |
| 1 | 4W0907157B | CONTROL UNIT FOR REAR SEA | | | | | | (N/C) |
| 1 | 4W0035342A | MULTIMEDIA INTERFACE BOX | | | | | | (N/C) |
| 1 | 4W0035342A | MULTIMEDIA INTERFACE BOX | | | | | | (N/C) |

290 RSE MODULE 7F FAULTY. 2E MODULE REQUIRED UPDATING WITH NEW 7F MODULE. During campaign, found the rear seat entertainment does not work, the option is greyed out in the rear touchscreen remote. Inspected operation of other systems and found all other TSR functions working. Scanned for faults, and found no communication with one of the rear entertainment modules. Created diss tickets BA ID 68204747, 857453, 51614, 857453. Hotline advised to swap modules with another car, but without a like vehicle they advised to swap disc units between front seats. I swapped both disc readers behind the front seats, and checked for operation, and found no changes. Hotline then advised to check communication with the 7f module. I found that the main battery has died, and after charging the newly replaced battery, it has a 3.9 Amp draw. Charged vehicle and found draw source was multiple modules across the comfort CAN network. After charging the vehicle, I found that I could scan and read codes from the 2e and 7f modules, but I could not perform any other functions to those modules using ODIS (test plans, coding, adaption). Advised Hotline and found escalated diss ticket was closed. At that time, I created and opened another diss ticket, and escalated that. With the vehicle charged, I found that the draw was now a 0.209-0.240 Amp draw. I found that the comfort can was no longer active. Hotline then advised to renew the 7f and 2e modules. I special ordered those modules, and spoke with ASM. ASM advised that

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| **PLEASE PAY THIS AMOUNT** | |

**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 4

**BRAMAN** MOTORCARS PALM BEACH
www.bramanmotorcars.com

2901 Okeechobee Blvd.
West Palm Beach, FL 33409
SERVICE: (561) 640-2900
FAX: (561) 640-4409
STATE REGISTRATION: MV 45536

[redacted]

PHILADELPHIA, PA [redacted]

[redacted]

HOME: CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 260/290 | T6824 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 30SEP15 | | | CASH | 12OCT15 |

| R.O. OPENED | READY | OPTIONS: STK: [redacted] DLR:1 |
|---|---|---|
| 17:16 25AUG15 | 14:33 30SEP15 | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

the Bentley Technical Representative would fly into town to aid with addressing this concern. With FSE we swapped out the special ordered modules, and found a lack of communication with the recently replaced 2e, and 7f modules and at that time we also found that the ECM, TCM, and KESSY were also not communicating. With the engineer we checked the wiring to both modules, performed pin-drag and other wiring checks. found all of the wiring was okay with the RSE modules, but they did not communicate. We then swapped those modules with the original ones, and re-tested. We found the system still would not communicate. Using ODIS and the oscilloscope we then removed the interior panels to access the communications network including the rh seat and carpet, the trunk speakers and lower parcel shelf, the rear carpet and lh header, the glovebox, windscreen wipers, b-post and cowl trim. We then scoped the can network signal on the high speed and medium speed can networks to check the signal. We also found the BMCU was not communicating. We checked the wiring to the BMCU and scoped the signal at that module. We then swapped the BMCU. There were no changes to the system. Using the scope we found all network signals communicating as expected. Suspecting the failure of communication could be on the diagnostic can K-can, we scoped that signal and compared it to a like vehicle. We found no faults with any of the signals. We then performed a hard reset of the vehicle, and found after the forced reset the system communication worked as expected. We then programmed the RSE modules, and checked the operation of the rear seat entertainment. All systems operating. We then checked the system for the parasitic draw and found the draw was now 38-39 mA. which is within the specification. I then installed all the interior pieces, and verified the operation of all systems. Found all working now as expected.

**********

I** DAIGNOSTIC FOR CURRENT DRAW
00 REFER TO LINE H
48 IVSP
290 SEE LINE H (N/C)

**********

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| DESCRIPTION | TOTALS |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| **PLEASE PAY THIS AMOUNT** | |

**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

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INVOICE

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[redacted]

PHILADELPHIA, PA [redacted]

PAGE 5

[redacted]

HOME: CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 200 Bill Richter

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| BELUGA.MAG | 15 | BENTLEY FLYING SPUR | SCBET9ZAXFC[redacted] | | 260/290 | T6824 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JUL15 DD | | | 17:00 30SEP15 | | | CASH | 12OCT15 |

| R.O. OPENED | READY | OPTIONS: STK: [redacted] DLR:1 |
|---|---|---|
| 17:16 25AUG15 | 14:33 30SEP15 | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

J** REPLACE BATTERY FOR ABSOLUTE QUALITY ASSURANCE AND CUSTOMER SATISFACTION
27062000 BATTERY REMOVE+REINSTALL
48 WV (N/C)
1 000915105CE BATTERY, FILLED AND CHARG (N/C)
290 ASM REQUESTED BATTERY TO BE RENEWED AFTER DRAW ISSUE DRAINED THE BATTERY COMPLETELY SEVERAL TIMES 1.20 AS PER ASM RENEWED MAIN BATTERY ONCE REPAIRS WERE COMPLETED (LO 27062000-90, SERVICE # [redacted] DAMAGE CODE 0046).

**********

K** DETAIL CAR FOR CUSTOMER SATISFACTION
00 COURTESY DETAIL FOR HIGHLY VALUED CUSTOMER
48 IVSP (N/C)
SUBL TEPH SEAL INV # [redacted]
IVSP (N/C)

**********

L** SUPPLY TIRE CRADLES FOR CUSTOMER SATISFACTOIN
00 PART ONLY
48 WVG (N/C)
1 JNV018927 TYRE CRADLE (N/C)
290 TIRE CRADLE PROVIDED AS GOODWILL TO CUSTOMER IN RELATION TO TIRE REPAIR ON PRIOR LINE

**********

SUBL GAS FOR TEST DRIVING
IVSP
INTERNAL PAY SHOP CHARGE FOR REPAIR ORDER (N/C)
(N/C)

We THANK YOU for your business. Your car has gone through our automated car wash and has been vacuumed. We strive to deliver a TRULY EXCEPTIONAL service experience. You may receive a survey via email. Your score is a reflection of your service advisor. Clicking all 10's indicates your satisfaction.

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| DESCRIPTION | TOTALS |
|---|---|
| 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 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| **PLEASE PAY THIS AMOUNT** | 0.00 |

**I HAVE READ, UNDERSTAND AND AGREE TO THE ABOVE STATEMENT**

X
SIGNATURE

CUSTOMER COPY

Exterior: Beluga (solid)

# Flying Spur V8

BE

**Exterior: Beluga (solid)** **Main Hide: Magnolia** **VIN: SCBET9ZAXFC[redacted]**

## MANUFACTURER'S SUGGESTED RETAIL PRICE

| | |
|---|---|
| Flying Spur V8 | $195,100.00 |
| - Beluga (Solid) | No Charge |
| - Magnolia | No Charge |
| - `Naim For Bentley` Premium Audio | $7,630.00 |
| - Multimedia Specification | $7,445.00 |
| - 21" Six Twin Spoke Wheel - Polished | $5,670.00 |
| - Colour Specification | $3,800.00 |
| - Adaptive Cruise Control | $2,785.00 |
| - Seat Piping | $2,380.00 |
| - Tamo Ash | $1,800.00 |
| - Embroidered Bentley Emblems | $655.00 |
| - Dual Tone, 3 Spoke Steering Wheel | $450.00 |
| - Contrast Binding to Carpet Overmats | $225.00 |
| Gas Guzzler Tax | $1,000.00 |
| Destination Charge | $2,725.00 |
| **Total Suggested Retail Price** | **$231,665.00** |

Federal, state and local taxes, if any are not included. This label is affixed pursuant to the Automobile Information Disclosure Act. which prohibits its removal or alteration prior to delivery of this vehicle to the actual possession of the ultimate purchase.

## STANDARD EQUIPMENT (unless replaced by opti

### Powertrain & Chassis

- 4.0 Litre Twin-Turbocharged V8
  500 hp @ 6000 rpm
  487 lb ft @ 1700 rpm
- Front: Four link double wish-bones, computer controlled self-levelling anti-roll bar
- Rear: Trapezoidal multi-link, computer-controlled self-levelling air sus
- 19" Classic Alloy Wheels -Painted with Red Wheel Centre Badges
- Air springs with continuous damping control
- Front and rear vented disc brakes with Bentley branded black calliper
- Brake pad wear indicator
- Electronic park brake with drive away assist
- Brake system with Electronic Stability Programme (ESP), Anti-lock Br Electronic Brake Force Distribution (EBFD), Hydraulic Brake Assist Control (MSR), and aquaplane detection
- Speed sensitive power steering
- Electric tilt and reach adjustment steering column with memory and

### Craftsmanship, Comfort & Convenience

- Red Winged 'B' Badge to Radiator Shell and Boot Lid
- Bi-xenon projector headlamps with LED signature day light running l supplementation and integrated washer jets
- Rear fog and reverse lamps integrated into the lower bumper
- Twilight sensor control and tunnel detection for lighting
- Colour coded electronic adjustable door mirrors with heating powe functions include signal repeaters
- Power latching to all doors
- Rain sensing windscreen wipers
- Acoustic layer to glass
- Keyless entry and ignition
- Twin Figure-8 Stainless Steel Tailpipes
- Full Premium Grade Hide Interior with a Choice of 4 Colours: Belu New Market Tan
- Dark Fiddleback Eucalyptus Veneer to Fascia Panels & Console
- Eliade Cloth Headlining in 4 Colours: Beluga, Grey, Blue, Saddle
- Power open and close boot system
- ISOFIX rear seat fixings
- Dashboard-mounted clock by Breitling
- Bulls-eyes air vents with chrome organ stop controls
- 4 + 1 seat system with rear outer seats adjustments, 4 way lumbar heating. Middle rear seat and rear cup holder
- Drivers and passenger front seat 14 way adjustment including mem
- Electrically operated blinds for rear windows
- Touch Screen Remote (TSR) in the rear, located in the rear of the presented in a cradle. Main interface for rear environment control infotainment system and provides vehicle information.
- 8 channel, 8 speaker audio system with Balanced Mode Radiator (E
- Multi-zone automatic climate control system
- Park distance control with graphic on infotainment screen and aud
- Advanced Airbag System with Driver, Passenger, Side and Curtain
- Volumetric ultrasonic alarm
- Space Saving Spare Wheel
- Battery Charger
- Rear View Camera
- Valet Key
- Storage Case to Centre Console
- Steering Column Mounted Gear Selectors

Ref. # 10823997 March 10, 2016

To NHTSA,

The Bentley has been sent in several times for the delay in startup of computer system, which delays start up of back up camera. 8- 30 seconds. The rear camera works instantly if car has been warmed up less then an hour.

The head of service for North America is aware of the problem. He said there is nothing they can do and would not be able to fix the issue. I asked him to put that in writing in an email and he refused.

I was told I needed to turn my head and be mindful when backing up. However, we pay a large amount of money to have the luxury of a back up camera that would start in 2 seconds after start up. The car was not built to turn your head to back up because the rear window is small and there are head rest obstructions to your view.

The reliance on this system is imperative.

I have spoken to other Bentley owners who have complained of this issue and were told by service that nothing could be done. It is frustrating as I have almost hit parked cars. I also almost ran over a grocery store man because I didn't see him behind car and sensor did not beep either. He had to bang on my car to get me to stop.

I feel very afraid of backing up in this large vehicle even when the sensors are working for fear of malfunctions.

Attached are all the service reports. The Vin # is also attached.

Best,

[redacted]