



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

23-SEP-2016

Reference No.  
10909327

APR 17 2017

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: SAN JUAN State: PR Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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: WBAGJ8320VD [Redacted]  
Make: BMW Model: 740i Model Year: 1997  
Date Purchased: 07 Feb. 1997 Dealer's Name and Telephone Number: Autogermana BMW Puerto Rico  
Original Owner:  Dealer's City: Hato Rey State: P.R. Zip Code: 00919  
Transmission Type: Automatic  Antilock Brakes:  Powertrain: tie rod Multiple Failure: Parts failure Incident Date(s): 01-AUG-2016  
Fuel Type: Gas No. of Cylinders: 8

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

Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING and Tie rods Failure Mileage: 39000 Failure Speed: 40 mph

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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: [Redacted] Number of Deaths: [Redacted] 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 1997 BMW 740IL. WHILE DRIVING OVER A BUMP IN THE ROAD OR POTHOLE, THE VEHICLE SHOOK ABNORMALLY. ADDITIONALLY, THE TIE ROD FAILED WITHOUT WARNING. THERE WAS ALSO AN ABNORMAL NOISE COMING FROM THE VEHICLE WHEN DRIVING VARIOUS SPEEDS. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BOTTOM SPRINGS WERE FRACTURED. THE DEALER ALSO ADVISED THE CONTACT NOT TO DRIVE THE VEHICLE BECAUSE IT WAS UNSAFE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 39,000.

See Back

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.

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

I had to fix all of the Parts of the car in order To use it.  
Copies of the cost are enclosed and the Photos of the Parts

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

Official Business  
Penalty for Private Use \$300



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



**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



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



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
www.safercar.gov**

**or call:  
Vehicle Safety Hotline  
888-327-4233**



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



**Cupey Mech Works**  
 Carr.176 KM 1.4 Cupey, Rio Piedras  
 San Juan, PR. 00926  
 Phone: 787-751-4712 Fax: 787-751-4712

**INVOICE**

Org. Est. # [REDACTED]  
 J.L. TA-17596  
 D.G.MA-14577

**INVOICE**

Work Completed Date : 11/19/2016  
 Vehicle Received: 11/07/2016

Invoice Date: 12/13/2016

[REDACTED]  
 San Juan, PR [REDACTED]  
 Celular : [REDACTED]  
 Cust ID : [REDACTED]

1997 BMW - 740iL - 4.4L, V8 (268CI) VIN(3)  
 Lic # : [REDACTED] Odometer In : 39326  
 VIN # : WBAGJ8320 VD [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
				INSTALAR PIEZAS POR CLIENTE.		0.00
				VERIFICAR CALIPERS		0.00
				CHEQUEAR LIQUEO		0.00
				CONTROL ARM - Remove & Replace - Lower, All, Both Sides - [DOES NOT include alignment.]	2.40	132.00
				CONTROL ARM - Remove & Replace - Lower, Both, (Swing Arms) - [DOES NOT include alignment.]	1.80	99.00
				BALL JOINT - Remove & Replace - Both - [DOES NOT include alignment.]	2.80	154.00
				CONTROL ARM - Remove & Replace - Upper, Both - [DOES NOT include alignment.]	1.20	66.00
				TIE ROD END - Remove & Replace - One - [Includes: Adjust toe-in only. NOTE: Deduct .4 if alignment is also performed.	0.90	49.50
				NOTE: Manufacturer recommends removal of Rack and Pinion Steering Gear when replacing Inner Tie Rod End(s) on some models. If removal of		
				TIE ROD END - Remove & Replace - One - [Includes: Adjust toe-in only. NOTE: Deduct .4 if alignment is also performed.	0.90	49.50
				NOTE: Manufacturer recommends removal of Rack and Pinion Steering Gear when replacing Inner Tie Rod End(s) on some models. If removal of		
				DISC ROTOR - Remove & Replace - Front, Both - [Includes: Repack Wheel Bearings (where applicable) and replace Pads (if necessary).	1.40	77.00
				DOES NOT include refinishing. Includes: Replace Pads (if necessary).		
				DOES NOT include refinishing.]		
				DISC ROTOR REFINISH - Remove & Replace - Both, Rear - [Includes: Repack Wheel Bearings (where applicable) and replace Pads (if necessary).	1.60	88.00
				DOES NOT include refinishing. Includes: Replace Pads (if necessary).		
				DOES NOT include refinishing.]		
				CABIN AIR FILTER - Remove & Replace - All Applicable Models	0.80	44.00
				CHEQUEAR JUNTAS DE TAPA DE VALVULAS.(CHEQUEA LIQUEO)		0.00
				ALINEAMIENTO COMPLETO		125.00
				FALTA INSALAR FILTROS DE CABINA LABOR YA FACTURADA.		
				FILTRACION DE ACEITE POR BOMBA DE P/S. MANGAS DE P/S Y CAJA DE GUIA.		
				FILTRACION POR JUNTAS DE TAPAS DE VALVULAS.		

**Cupey Mech Works**  
 Carr. 176 KM 1.4 Cupey, Rio Piedras  
 San Juan, PR. 00926  
 Phone: 787-751-4712 Fax: 787-751-4712

**INVOICE**

Org. Est. # [REDACTED]  
 J.L. TA-17596  
 D.G.MA-14577

**INVOICE**

Work Completed Date: 11/19/2016 ✓  
 Vehicle Received: 11/07/2016

Invoice Date: 12/13/2016

San Juan, PR [REDACTED]  
 Cellular: [REDACTED]  
 Cust ID: [REDACTED]

1997 BMW - 740iL - 4.4L, V8 (268CI) VIN(3)  
 Lic #: [REDACTED] Odometer In : 39326  
 VIN #: WBAGJ8320 VD [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
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Taxes	
City tax	8.84
State Tax	92.82

Estimate 985.66 Revisions 0.00 Current Estimate 985.66

Labor:	884.00
Parts:	0.00
<b>SubTotal:</b>	<b>884.00</b>
Tax:	101.66
<b>Total:</b>	<b>985.66</b>
<b>Bal Due:</b>	<b>\$98.56</b>

**PAID**  
11-19-16  
DE VISA

Estimate - Visa - \$887.10  
 Todos los Trabajos Estan Garantizados Por 90 Dias En Labor. Excepto Trabajos Electricos que No Tienen Garantia. Las Piezas Que Sean Provistas Por Nuestros Suplidores Se le da la Garantia Que Provea Este; Piezas Provistas Por Los Propios Clientes No Somos Responsables Por Su Garantia Ni Por la Labor De Remover Para Reemplazar Por que NO SE DEVOLVERA DINERO EN EFECTIVO. Recargas De Gas De A/C no tienen Garantia. (La garantia dependera de las condiciones del vehiculo o alguna anotacion en la naturaleza)

Prepared By: Gonzalez, Daniel - Technicians: Please Select, Technician: Rios Trinidad, Date \_\_\_\_\_ Time \_\_\_\_\_

From: eBay ebay@ebay.com  
Subject: **SHIPPED: BMW E38 7-Series Power Steering Hose Kit W/  
Reservoir Brand**

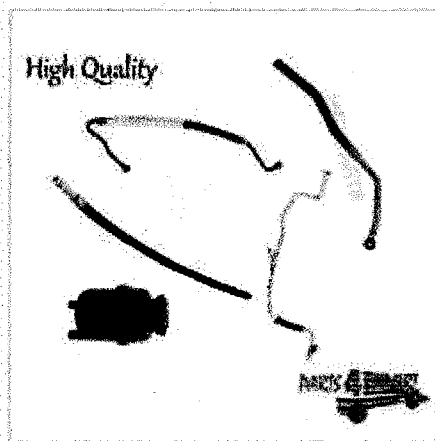
Date: **Nov 10, 2016, 11:55:15 AM**

To: [REDACTED]

ETA: Mon. Nov. 14 - Fri. Nov. 18 to [REDACTED]



Hi [REDACTED] - Your order has shipped to [REDACTED]



**Estimated delivery : Mon. Nov. 14 - Fri. Nov. 18**

Tracking Number : [REDACTED]

Shipping service : USPS First Class Package

Item # [REDACTED]

Transaction id : 1672099922011

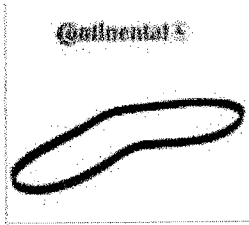
[View Order Status](#)

**Message From: oemparts4export -**

Dear Customer Thank you for choosing our product. I hope you'll be satisfied. Your payment was received and your item will be shipped on time as it highlighted on the list. Please e-mail me when it arrives so that I can hear how pleased you are with your purchase. You can always give a call to 305-362-8006. When the transaction is over, I hope you will leave honest, five-star, positive feedback for me because building a good reputation on eBay is very important. I'd really appreciate it.  
Thank you for..... Sincerely Parts4export.

**To complement your purchase**





NEW BMW  
CONTINENTAL  
CONTITECH 540i  
74...

**\$13.48**

Buy it now  
Free Shipping



OEM Stability  
Control Steering  
Angle ...

**\$159.00**

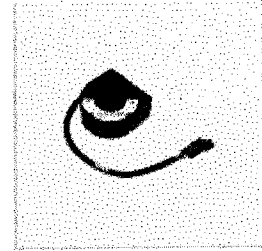
Buy it now  
Free Shipping



BMW 540i 740i  
740iL 840Ci  
PORSCHE 944...

**\$14.75**

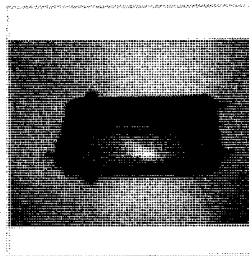
Buy it now  
Free Shipping



OEM Stability  
Control Steering  
Angle ...

**\$157.95**

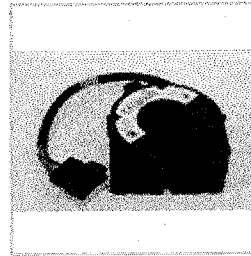
Buy it now  
Free Shipping



Bmw E38 E31 E39  
540i 740i 740il  
750il...

**\$25.19**

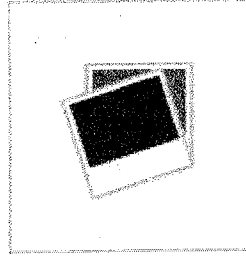
Buy it now  
Free Shipping



BMW E38 E39 E46  
Z3 E53 E83 Z8  
NEW OE...

**\$157.93**

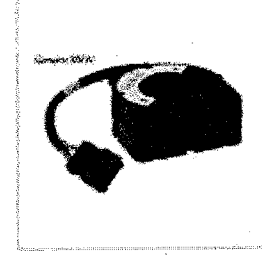
Buy it now  
Free Shipping



PORSCHE 944  
BMW 540i 740iL  
840Ci Serp...

**\$14.65**

Buy it now  
Free Shipping



BMW E46 E39 E38  
Dynamic Stability  
DSC...

**\$175.25**

Buy it now  
Free Shipping

Also on eBay

**Cupey Mech Works**

Carr.176 KM 1.4 Cupey, Rio Piedras

San Juan, PR. 00926

Phone: 787-751-4712 Fax: 787-751-4712

**INVOICE**



Org. Est. # [Redacted]

J.L. TA-17596

D.G.MA-14577

**INVOICE**

Vehicle Received: **12/13/2016**

Invoice Date: **12/13/2016**

[Redacted]  
San Juan, PR  
Cellular: [Redacted]  
Cust ID: [Redacted]

1997 BMW - 740iL - 4.4L, V8 (268CI) VIN(3)

Lic #: [Redacted]

Odometer In : 39326

VIN #: WBAGJ8320 VD [Redacted]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
REPARACION DE BOMBA DE P/S. CA321-5968	1.00	139.38	139.38	STEERING GEAR (COMPLETE) - Remove & Replace - All Applicable Models - [Includes: Adjust toe-in on Rack and Pinion type Steering Gears. NOTE: Deduct .4 if alignment is also performed.]	3.50	192.50
REPARACION DE CAJA DE GUIA CA427-8713	1.00	339.95	339.95	POWER STEERING PUMP - Remove & Replace - All Applicable Models - [Includes: Bleed System.]	1.50	82.50
SPARK PLUGS 1-SPAR	8.00	5.95	47.60	ALINEAMIENTO	0.73	0.00
BRAKE CLEANER BC	1.00	3.95	3.95	VALVE COVER GASKET - Remove & Replace - Both	3.90	214.50
				CODIGOS; 108 SUPPLY VOLTAGE CONTINUITY 112 CAMSHAFT POSITION SENSOR (NO RESETEO) 147 ELECTRONIC THERMOSTAT CONTROL (NO RESETEO) 107 SUPPLY VOLTAGE PI V 15 148 INTERFACE IMMOBILIZE 27 IDE LOAD FUEL TRIM 1 LIMIT REACHED 35 IDLE LOAD FUL TRM 2 LIMIT REACHED		

**Taxes**

City tax	10.20
State Tax	107.14

Org. Estimate 1,028.56 Revisions 0.00 Current Estimate 1,028.56

**PALTA**  
12-13-16

Labor:	489.50
Parts:	530.88
<b>SubTotal:</b>	<b>1,020.38</b>
Tax:	117.34
<b>Total:</b>	<b>1,137.72</b>
<b>Bal Due:</b>	<b>\$1,137.72</b>

[Payments - ]

Nuestros Trabajos Estan Garantizados Por 90 Dias En Labor. Excepto Trabajos Electricos Que No Tienen Garantia. Las Piezas Que Sean Provistas Por Nuestros Suplidores Se le Brindara La Garantia Que Provea Este; Piezas Provistas Por Los Propios Clientes No Somos Responsables Por Su Garantia Ni Por la Labor De Remover Para Reemplazar Por Defecto NO SE DEVOLVERA DINERO EN EFECTIVO. Recargas De Gas De A/C no tienen Garantia.(La garantia dependera de las condiciones del vehiculo o alguna anotacion en la factura.)

Signature \_\_\_\_\_ Date \_\_\_\_\_ Time \_\_\_\_\_

# CERTIFICADO DE TITULO

## ESTADO LIBRE ASOCIADO DE PUERTO RICO

DEPARTAMENTO DE TRANSPORTACION Y OBRAS PUBLICAS

DIRECTORIA DE SERVICIOS AL CONDUCTOR

04ago2016 17:00:49 0385-10451-5158-00000000

NUMERO DE TITULO	FECHA DE EXPEDICION	NUMERO DE REGISTRO	FECHA DE REGISTRO
[REDACTED]	18mar1997	[REDACTED]	07febi1997

NUMERO DE SERIE (VIN)	MARCA	MODELO	AÑO	NUM. CILINDROS
WBAGJ8320VD [REDACTED]	BMW	740IL	1997	8

CAP. CARGA	PESO	NUEVO USADO	TITULO ANTERIOR	ESTADO	GEOMETRO	COLOR
0	0	NUEVO	Exento	FL	269	MARRON

NOMBRE Y DIRECCION DEL DUEÑO REGISTRAL:

Nombre: [REDACTED]

Resid: [REDACTED]

SAN JUAN, PR [REDACTED]

Postal: [REDACTED]

SAN JUAN, PR [REDACTED]

### GRAVAMENES

PRIMER GRAVAMEN (VENTA CONDICIONAL)

FECHA  
DIA-MES-AÑO

SEGUNDO GRAVAMEN (OTROS)

### CANCELACION GRAVAMEN

EL (LOS) ABAJO FIRMANTE (S) TENEDOR (ES) DEL GRAVAMEN SOBRE EL VEHICULO DE MOTOR DESCRITO ARRIBA CERTIFICAMOS QUE EL MISMO HA SIDO PAGADO (SI MAS DE UN GRAVAMEN DEBERAN APARECER DOS (2) FIRMAS)

PRIMER GRAVAMEN \_\_\_\_\_

FECHA

FIRMA AUTORIZADA

SEGUNDO GRAVAMEN \_\_\_\_\_

FECHA

FIRMA AUTORIZADA

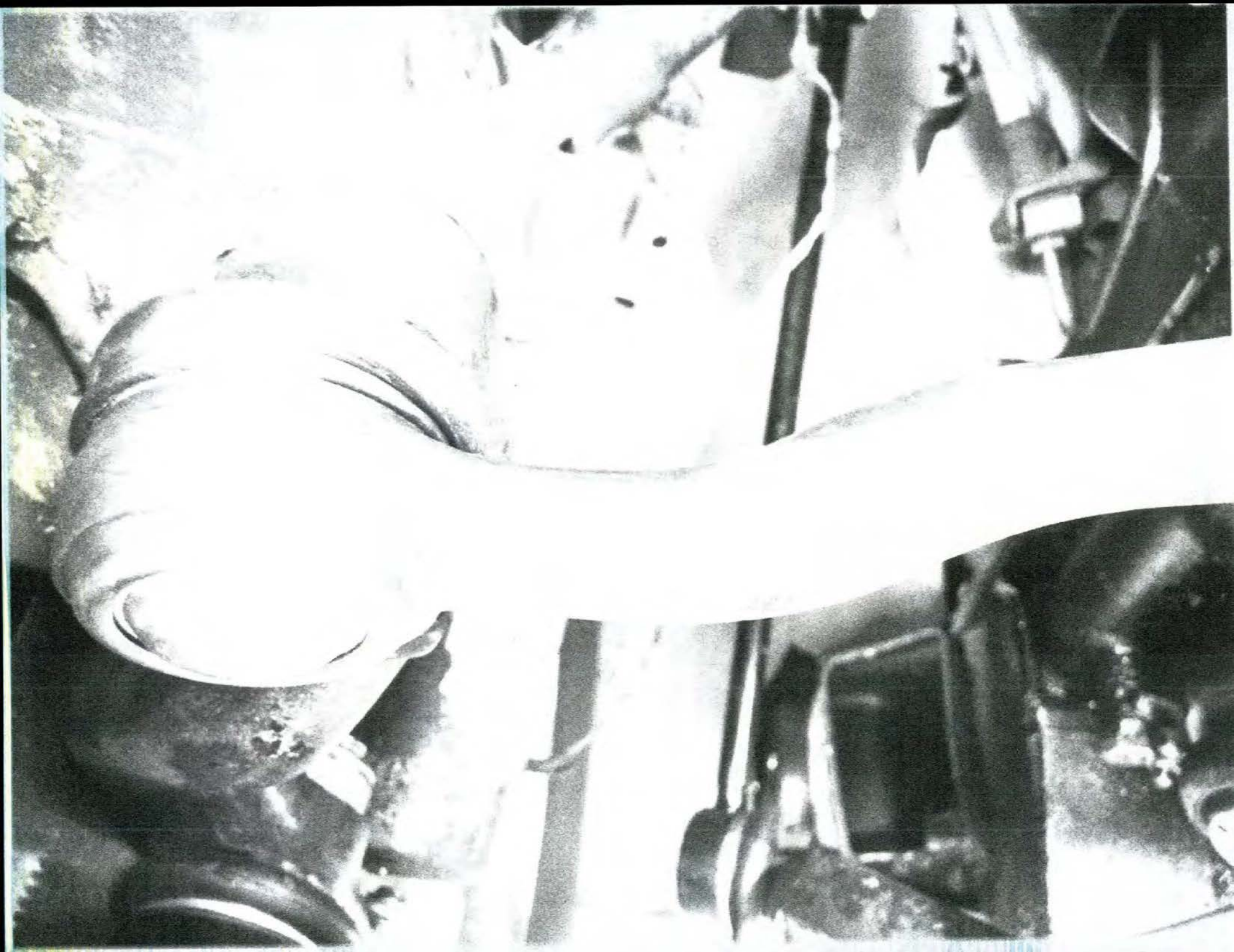
*[Handwritten Signature]*  
SECRETARIO DTOP  
O REPRESENTANTE AUTORIZADO

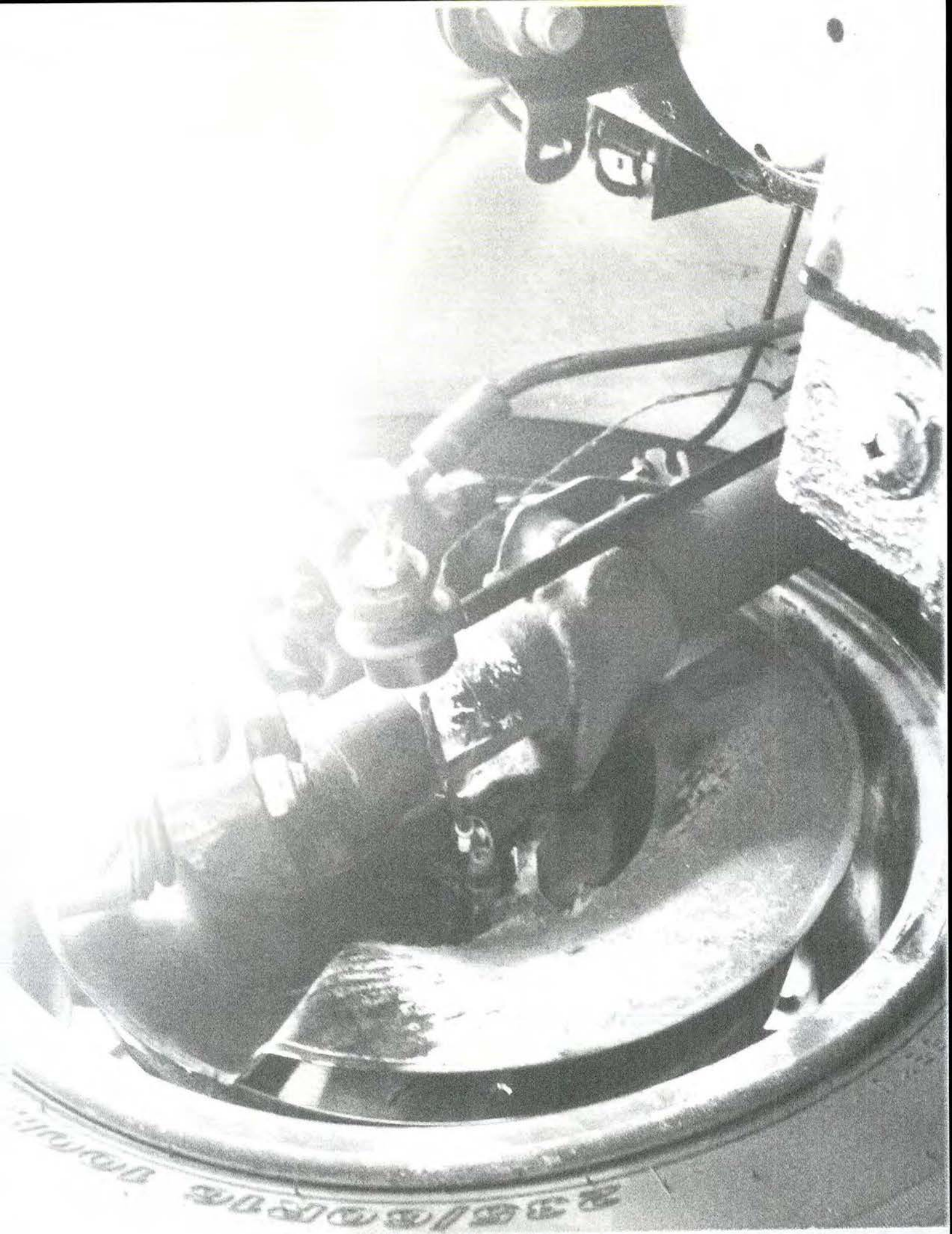
NUMERO CONTROL

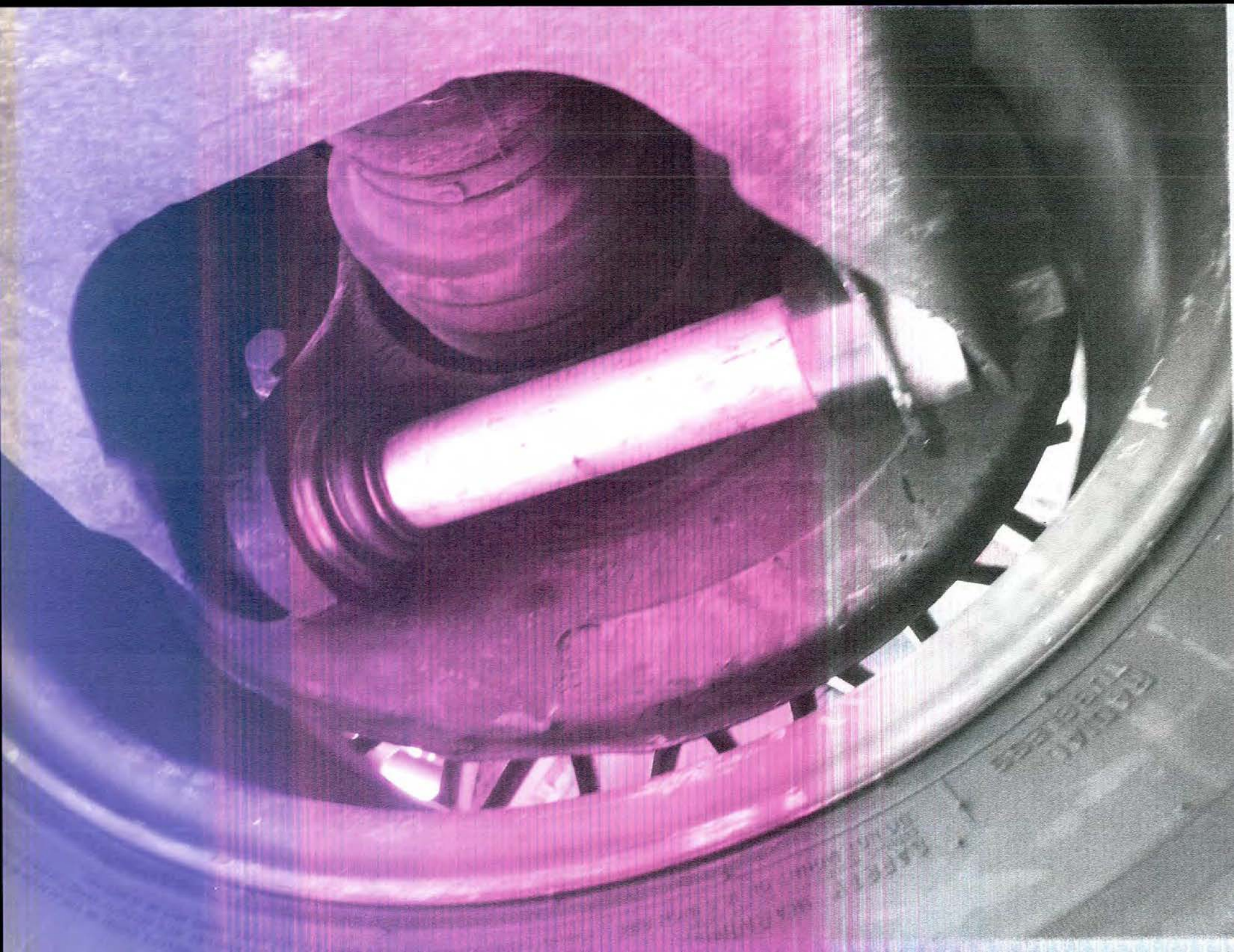
[REDACTED]



NO ES VALIDO SI ES ALTERADO







FRANZ  
MACHINERY

