


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

| | | | | | |
|--|--|---|---------------------------------------|---|--|
|  U.S. Department of Transportation National Highway Traffic Safety Administration | | INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline | | FOR AGENCY USE ONLY 100148 | |
| 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 31-MAY-2017 SEP 19 2017 | Repository <input type="checkbox"/> Reference No. 10992505 |
| OWNER INFORMATION (Type or Print) | | | | | |
| Name | | Daytime Telephone Number | | E-mail Address | |
| Address | | Evening Telephone Number | | | |
| City | State | MI | Zip Code | | |
| CANTON | | | | | |
| 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 | |
| WBS3U9C50GF | | BMW | M4 | 2016 | |
| Date Purchased | Dealer's Name and Telephone Number | | Engine: | Fuel Type: | |
| Nov 2015 | Erhard BMW of Farmington Hills | | No. Cylinders | Premium | |
| Original Owner | Dealer's City | State | Zip Code | | |
| <input checked="" type="checkbox"/> | Farmington Hills | MI | 48335 | | |
| Transmission Type | <input checked="" type="checkbox"/> Antilock Brakes | Powertrain | Multiple Failure: | Incident Date(s) | |
| Doubleclutch MANUAL | <input checked="" type="checkbox"/> Cruise Control | | | 31-MAY-2017 (June 2nd) | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | | | |
| Vehicle Component Codes: 220000 SEATS, 221700 SEATS: FRONT ASSEMBLY: SEAT HEATER/COOLER | | | Failure Mileage | Failure Speed | |
| | | | 41458 | 40 | |
| 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: DOTM4L9ABC036) | <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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police | |
| | | 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 2016 BMW M4. WHILE DRIVING 40 MPH, THE PASSENGER SEAT BEGAN TO EMIT SMOKE AFTER THE PASSENGER TURNED ON THE SEAT HEATER. THE VEHICLE WAS NOT DIAGNOSED. THE VEHICLE WAS TAKEN TO BE REPAIRED AT ERHARD BMW OF FARMINGTON HILLS. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 41,458. | | | | | |
| 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)

* 6/29/17 - clicking coming from Backseat speakers with a little smoke
* 6/17/17 Broken Axle (Right Rear)
* 6/2/17 - smoke coming from under the right front seat
* 4/21/17 - Left Axle Brake

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

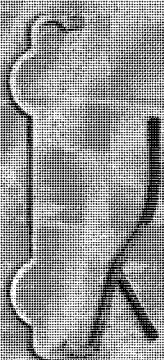
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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
888-327-4236



National Highway Traffic Safety Administration
U.S. Department of Transportation
400...
Washington, DC 20590

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
 Farmington Hills, MI 48335
 General: 248-306-6800
 Fax: 248-699-3000
 www.erhardbmw.com

INVOICE

DEARBORN, MI [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2 KENNETH FOSTER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|---------|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 42151/42156 | T1613 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | 17:00 07JUN17 | | 130.00 | MV | 07JUN17 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW.FULL.MAINT. | | |
| 08:27 07JUN17 | 16:54 07JUN17 | AXL:48/50000 1)6272501107000474771 | | | 11/19 2)CNA | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

FC: 85990091MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

...42156 MAINT OIL SERVICE COMPLETE

F REAR DIFF SERVICE, 60 DAY BUNDLING

00E RELATED TO LINE E

5235 CP

0.00 0.00

...42156 MAINT REAR DIFF SERVICE COMPLETE

THANK YOU FOR ENTERING THE WORLD OF ERHARD

WE TRULY VALUE AND APPRECIATE YOUR BUSINESS
 PLEASE DRIVE SAFELY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE. THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

-CERTIFICATION-
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A.300)

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

STATEMENT OF DISCLAIMER

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

| DESCRIPTION | TOTALS |
|-------------------------------|---------------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 360.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 360.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 360.00 |

Repair Facility# F155608

CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-8800
Fax: 248-699-3000
www.erhardbmw.com

INVOICE

PAGE 1

DEARBORN, MI [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 2 KENNETH FOSTER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|------------|------|------------|------------------------|---------|------------------|-------|
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| 25NOV15 DD | | 30SEP2019 | 17:00 07JUN17 | | 130.00 | MV | 07JUN17 |

R.O. OPENED READY OPTIONS: SOLD-STK: [REDACTED] TRN:BMW.FULL.MAINT.
 08:27 07JUN17 16:54 07JUN17 AXL:48/50000 1)6272501107000474771 11/19 2)CNA
 T/W CARE PLUS 36MO 11/25/2018

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

A PAINTLESS DENT REMOVAL ALL OVER VEHICLE
 DENT PAINTLESS DENT REMOVAL

| | | | | | | |
|---|--|--|--|--|--------|--------|
| 999CPDEN | | | | | 0.00 | 0.00 |
| SUBL PO 27480, INV I59104115 PO# [REDACTED] | | | | | 360.00 | 360.00 |
| CPDEN | | | | | | |

 C BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE,
 \$50.00/DAY VALUE
 LOANER BMW LOANER CAR PROVIDED. GOODWILL GESTURE
 OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE
 999IRENT (N/C)

D SCOPE CHECK MAINTENANCE
 CAUSE: SCOPE
 0000105 SCOPE CHECK MAINTENANCE
 5235WMAIN (N/C)
 FC: 85990501MP

PART#:
 COUNT:
 CLAIM TYPE: MAINT
 AUTH CODE:

....42156 MAINT SCOPE CHECK COMPLETE

E ENGINE OIL SERVICE, 60 DAY BUNDLING
 CAUSE: OIL SERV
 0000610 ENGINE OIL SERVICE
 5235WMAIN (N/C)
 1 11-42-7-854-445 SET OIL-FILTER
 ELEMENT:114010 (N/C)
 65 83-21-2-450-384 OW-30 LL-01FE BULK (N/C)
 0000661 REAR DIFF SERVICE
 5235WMAIN (N/C)
 2 83-22-2-357-992 SAF-XJ:832514 (N/C)

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

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CUSTOMER SIGNATURE

Repair Facility# F155608

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
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 General: 248-306-6800
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 www.erhardbmw.com

INVOICE

PAGE 2

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

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| DESCRIPTION | TOTALS |
|-------------------------------|---------------|
| LABOR AMOUNT | 0.00 |
| PARTS AMOUNT | 0.00 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 360.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 360.00 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY THIS AMOUNT | 360.00 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Repair Facility# F155608



CUSTOMER #: [REDACTED]
UNIT# PLATINUM

6/29/17

INVOICE

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DEARBORN, MI [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3208 JAMES CASH IV

| | | | | | | | |
|-------------------------------|---------------|------------------------------------|------------------------|----------------------|------------------|---------|-----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 44366/44372 | T4142 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | 17:30 28JUN17 | | 130.00 | CASH | 29JUN17 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: [REDACTED] | | TRN: BMW.FULL.MAINT. | | | |
| 16:48 (28JUN17) | 14:48 29JUN17 | AXL:48/50000 1)6272501107000474771 | | 11/19 2)CNA | | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A BDC APPOINTMENT
C101 DEFAULT
5209 HOWARD, DAVID LIC#: M188228
CP 0.00 0.00

B C/S: SPEAKERS ARE MAKING CLICKING NOISE AND THERE IS SMOKE
S12 DEFAULT
5209 HOWARD, DAVID LIC#: M188228
ISERV (N/C)
1 65-12-9-393-194 TOP-HIFI SYSTEM (N/C)
AMPLIFIER:651022
,,, 44372 AMP FAULTY, RAN FAULT SCAN WAS UNABLE TO TALK TO
,,, AMP, PERFORMED TEST PLAN ABL AT6512 CHECK FUSE VOLTAGE WAS AT 14
,,, VOLTS, REMOVED TRIM PANELS TO AMP, CHECK VOLTAGE AT AMP 14 VOLTS
,,, PRESENT, REPLACED AND PROGRAMMED AMP, SOUND SYSTEM NOW WORKING BUT HAS A
,,, BUZZ FROM BOTH REAR SPEAKERS, PERFORMED SOUND TEST THROUGH TEST
,,, PLAN, FAILED BOTH REAR SPEAKERS, 2 NEW REAR SPEAKERS ON ORDER, OWNER
,,, WANTED TO TAKE CAR BEFORE REPLACEMENT OF REAR SPEAKERS,

C MULTI-POINT VEHICLE INSPECTION
VCR DEFAULT
5209 HOWARD, DAVID LIC#: M188228
CP 0.00 0.00

D BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE,
\$50.00/DAY VALUE
LOANER BMW LOANER CAR PROVIDED. GOODWILL GESTURE
OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE
5209 HOWARD, DAVID LIC#: M188228
IRENT (N/C)

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PLEASE PAY THIS AMOUNT

Repair Facility# F155608



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| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---|--------|------|------|-------|------|-----|-------|
| CUSTOMER REQUESTED A RENTAL. THANK YOU FOR ENTERING THE WORLD OF ERHARD | | | | | | | |
| CREATED 2017-06-27 08:05:00AM | | | | | | | |
| TAKEN BY KATE MCGOWAN WE TRULY VALUE AND APPRECIATE YOUR BUSINESS | | | | | | | |
| PLEASE DRIVE SAFELY | | | | | | | |

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| | | TOTAL CHARGES | 0.00 |
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| | | SALES TAX | 0.00 |
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Repair Facility# F155608

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 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

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| R.O. OPENED | | READY | | OPTIONS: SOLD-STK: [REDACTED] TRN: BMW.FULL.MAINT. | | | |
| 13:15 21JUN17 | | 15:05 22JUN17 | | AXL:48/50000 1)6272501107000474771 11/19 2)CNA | | T/W CARE PLUS 36MO 11/25/2018 | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A C/S THERE WAS A THUD IN DRIVETRAIN, AND THEN VEHICLE WOULD NOT ACCELERATE PAST 8-10 M.P.H.

CAUSE: BROKEN

3321000 R&I/RPL L/R OUTPUT SHAFT
 5236 JOOSTE, STEYNBERG LIC#: M240640
 W4BMW

1 33-21-2-284-616 OUTPUT SHAFT RIGHT:335010
 1 33-41-1-133-785 COLLAR NUT:889520

(N/C)
 (N/C)
 (N/C)

FC: 3321062100

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

..., 43732 broken RR axle Found the RR axle at the outer CV joint
 ..., broken. Replaced RR CV axle. Test drove after repair, ok. Vehicle
 ..., operates as designed after repair.

B BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE,
 \$50.00/DAY VALUE

LOANER BMW LOANER CAR PROVIDED. GOODWILL GESTURE
 OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE
 5236 JOOSTE, STEYNBERG LIC#: M240640
 IRENT

(N/C)

THANK YOU FOR ENTERING THE WORLD OF ERHARD

WE TRULY VALUE AND APPRECIATE YOUR BUSINESS
 PLEASE DRIVE SAFELY

| 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 |

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
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-CERTIFICATION-
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A.300)
 ALL PARTS NEW UNLESS OTHERWISE INDICATED.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
 CUSTOMER SIGNATURE

Repair Facility# F155608

CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6800
Fax: 248-699-3000
www.erhardbmw.com

INVOICE

PAGE 1

DEARBORN, MI [REDACTED]

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|------------|------|------------|------------------------|---------|------------------|-------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 37096/37105 | T4551 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|--------|---------|-----------|
| 25NOV15 DD | | 30SEP2019 | 17:00 21APR17 | | 130.00 | CASH | 21APR17 |

| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: |
|---------------|---------------|------------------------------------|-------------|-------------------------------|
| 08:15 10APR17 | 12:52 21APR17 | AXL:48/50000 1)6272501107000474771 | 11/19 2)CNA | T/W CARE PLUS 36MO 11/25/2018 |

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

A VEHICLE WILL NOT MOVE IN ANY GEAR.

CAUSE: BROKEN

3321000 R&I/RPL L/R OUTPUT SHAFT
5236 JOOSTE, STEYNBERG LIC#: M240640
W4BMW (N/C)

3200595 WHEEL ALIGNMENT
5236 JOOSTE, STEYNBERG LIC#: M240640
W4BMW (N/C)

3200630 ADJUSTING REAR AXLE ANDFRONT AXLE
5236 JOOSTE, STEYNBERG LIC#: M240640
W4BMW (N/C)

1 33-41-1-133-785 COLLAR NUT:339500 (N/C)
1 33-21-2-284-615 OUTPUT SHAFT (N/C)

FC: 3321001300

PART#:

COUNT:

CLAIM TYPE: W4BMW

AUTH CODE:

....,37105 faulty LR axle Verified concern. Found the LR CV axle broken
....,at the outer joint (boot still connected). Replaced LR axle and
....,performed alignment (adjusted front and rear per repair instructions).
....,Test drove after repair, operates as designed.

B WORLD CLASS INSPECTION

VCR WORLD CLASS INSPECTION

5236 JOOSTE, STEYNBERG LIC#: M240640
CP

0.00 0.00

....,37105 See MPI.

C** SERVICE ACTION...0054490100 B540217 Service Action Program Control

U

CAUSE: PROGRAMMING

0064925 PROG/CODE VEH

| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE. | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION | TOTALS |
|--|--|------------------------|--------|
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | | PLEASE PAY THIS AMOUNT | |

Repair Facility# F155608



CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6600
Fax: 248-699-3000
www.erhardbmw.com

INVOICE

DEARBORN, MI [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2 KENNETH FOSTER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|-----------------------|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 35071/35071 | T1926 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | WAIT 18MAR17 | | 130.00 | CASH | 18MAR17 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN:BMW, FULL, MAINT. | | | |
| 13:03 18MAR17 | 14:47 18MAR17 | AXL:48/50000 1)6272501107000474771 | | 11/19 2)CNA | | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A C/S PLEASE INSTALL SUMMER TIRES
MISC MISC REPAIR

5042 TEGLAS, TIMOTHY LIC#: M254154
CP

129.95 129.95

4 36-10-6-867-147 REP. KIT, SCREW VALVE FOR
RD:361012

28.96 28.96 115.84

...,35071 TIRE SWAP COMPLETED WINTER TO SUMMER TIRE SWAP (3.5)

B SCOPE CHECK MAINTENANCE

CAUSE: SCOPE CHECK DUE

0000105 SCOPE CHECK MAINTENANCE

5042 TEGLAS, TIMOTHY LIC#: M254154
WMAIN

(N/C)

FC: 85990501MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

...,35071 SCOPE COMPLETED SCOPE

C ENGINE OIL SERVICE

CAUSE: OIL SERVICE DUE

0000610 ENGINE OIL SERVICE

5042 TEGLAS, TIMOTHY LIC#: M254154
WMAIN

(N/C)

1 11-42-7-854-445 SET OIL-FILTER

ELEMENT:114010

(N/C)

65 83-21-2-450-384 OW-30 LL-01FE BULK

(N/C)

1 83-19-2-361-205 WASHER SOLVENT GAL PREMIX

(N/C)

FC: 85990091MP

PART#:

COUNT:

CLAIM TYPE: MAINT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

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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 | |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Repair Facility# F155608

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
 Farmington Hills, MI 48335
 General: 248-306-6800
 Fax: 248-699-3000
 www.erhardbmw.com

INVOICE

DEARBORN, MI [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|------------|------|------------|------------------------|---------|------------------|-------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 37096/37105 | T4551 |

| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|--------|---------|-----------|
| 25NOV15 DD | | 30SEP2019 | 17:00 21APR17 | | 130.00 | CASH | 21APR17 |

R.O. OPENED READY OPTIONS: SOLD-STK: [REDACTED] TRN: BMW.FULL.MAINT.
 08:15 10APR17 12:52 21APR17 AXL:48/50000 1)6272501107000474771 11/19 2)CNA
 T/W CARE PLUS 36MO 11/25/2018

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

A VEHICLE WILL NOT MOVE IN ANY GEAR.
 CAUSE: BROKEN

- 3321000 R&I/RPL L/R OUTPUT SHAFT
 5236 JOOSTE, STEYNBERG LIC#: M240640
 W4BMW (N/C)
 - 3200595 WHEEL ALIGNMENT
 5236 JOOSTE, STEYNBERG LIC#: M240640
 W4BMW (N/C)
 - 3200630 ADJUSTING REAR AXLE ANDFRONT AXLE
 5236 JOOSTE, STEYNBERG LIC#: M240640
 W4BMW (N/C)
 - 1 33-41-1-133-785 COLLAR NUT:339500 (N/C)
 - 1 33-21-2-284-615 OUTPUT SHAFT (N/C)
- FC: 3321001300
 PART#: COUNT:
 CLAIM TYPE: W4BMW
 AUTH CODE:

....,37105 faulty LR axle Verified concern. Found the LR CV axle broken
at the outer joint (boot still connected). Replaced LR axle and
performed alignment (adjusted front and rear per repair instructions).
Test drove after repair, operates as designed.

B WORLD CLASS INSPECTION
 VCR WORLD CLASS INSPECTION
 5236 JOOSTE, STEYNBERG LIC#: M240640
 CP 0.00 0.00

....,37105 See MPI.

C** SERVICE ACTION...0054490100 B540217 Service Action Program Control

U
 CAUSE: PROGRAMMING
 0064925 PROG/CODE VEH

| | | | | |
|---|---|--------------------|------------------------|--|
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| | | PARTS AMOUNT | | |
| | | GAS, OIL, LUBE | | |
| | | SUBLET AMOUNT | | |
| | | MISC. CHARGES | | |
| | | TOTAL CHARGES | | |
| | | LESS INSURANCE | | |
| | | SALES TAX | | |
| | (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |

Repair Facility# F155608

Enter The World Of Erhard



CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6800
Fax: 248-699-3000
www.erhardbmw.com

INVOICE

PAGE 3

DEARBORN, MI [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 2 KENNETH FOSTER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|---|------------------------|---------|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 35071/35071 | T1926 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DE | | 30SEP2019 | WAIT 18MAR17 | | 130.00 | CASH | 18MAR17 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: [REDACTED] TRN:BMW.FULL.MAINT. | | | | | |
| 13:03 18MAR17 | 14:47 18MAR17 | AXL:48/50000 1)6272501107000474771 11/19 2)CNA T/W CARE PLUS 36MO 11/25/2018 | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

THANK YOU FOR ENTERING THE WORLD OF ERHARD

WE TRULY VALUE AND APPRECIATE YOUR BUSINESS
PLEASE DRIVE SAFELY

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| DESCRIPTION | TOTALS |
|-------------------------------|---------------|
| LABOR AMOUNT | 129.95 |
| PARTS AMOUNT | 115.84 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 0.00 |
| TOTAL CHARGES | 245.79 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 6.95 |
| PLEASE PAY THIS AMOUNT | 252.74 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Repair Facility# F155608

CUSTOMER INVOICE



CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6800
Fax: 248-699-3000
www.erhardbmw.com

INVOICE

PAGE 2

DEARBORN, MI [REDACTED]

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 2 KENNETH FOSTER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|------------------------------------|--------------|---------|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP | | 35071/35071 | T1926 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | WAIT 18MAR17 | | 130.00 | CASH | 18MAR17 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW FULL MAINT. | | |
| 13:03 18MAR17 | 14:47 18MAR17 | AXL:48/50000 1)6272501107000474771 | | | 11/19 2)CNA | | |
| LINE OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL | |

AUTH CODE:

....35071 OIL SERVICE COMPLETED OIL SERVICE

D VEHICLE SERVICE CHECK

CAUSE: VEHICLE CHECK DUE

0000624 VEHICLE SERVICE CHECK

5042 TEGLAS, TIMOTHY LIC#: M254154

WMAIN

FC: 85990101MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

(N/C)

....35071 VEHICLE CHECK COMPLETED VEHICLE CHECK

E REPLACE MICRO FILTER

CAUSE: MICROFILTER DUE

0000616 REPLACE MICRO FILTER

5042 TEGLAS, TIMOTHY LIC#: M254154

WMAIN

1 64-11-9-237-555 MICROFILTER/ACTIVATED

CARBON:643010

FC: 64310237MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

(N/C)

(N/C)

....35071 MICRO FILTER REPLACED MICRO FILTER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

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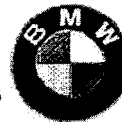
| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Repair Facility# F155608

Enter The World Of Erhard



CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6800
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INVOICE

PAGE 3

DEARBORN, MI [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 2 KENNETH FOSTER

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|---------|------------------|---------|-----------|
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| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW.FULL.MAINT. | | |
| 13:03 18MAR17 | 14:47 18MAR17 | AXL:48/50000 1)6272501107000474771 | | 11/19 | 2) CNA | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

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| SUBLET AMOUNT | 0.00 |
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| TOTAL CHARGES | 245.79 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 6.95 |
| PLEASE PAY THIS AMOUNT | 252.74 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

Repair Facility# F155608

CUSTOMER INVOICE

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills

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 General: 248-306-6800
 Fax: 248-699-3000
 www.erhardbmw.com

INVOICE

PAGE 1

DEARBORN, MI [REDACTED]
 HOME [REDACTED]
 BUS: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|-------------|-----------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 16532/16533 | T4897 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | 17:00 18JUL16 | | 130.00 | CASH | 18JUL16 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW.FULL.MAINT. | | |
| 09:26 18JUL16 | 16:32 18JUL16 | AXL:48/50000 1)6272501107000474771 | | 11/19 2)CNA | | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A REWARDS PROGRAM DETAIL

IR666 REWARDS PROGRAM DETAIL

999ISERV

(N/C)

B BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE

LOANER BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE

5225IRENT

(N/C)

C ENGINE OIL SERVICE

CAUSE: OIL SERV

0000610 ENGINE OIL SERVICE

5225WMAIN

(N/C)

1 11-42-7-854-445 SET OIL-FILTER

ELEMENT:114010

(N/C)

7 83-21-2-365-950 MY16 0W-30 SYN OIL,GAS ENG.

(N/C)

FC: 85990091MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

...16533 PERFORMED ENGINE OIL SERVICE.

D SCOPE CHECK MAINTENANCE

CAUSE: SCOPE

0000105 SCOPE CHECK MAINTENANCE

5225WMAIN

(N/C)

FC: 85990501MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

-CERTIFICATION-
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A.300)

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

STATEMENT OF DISCLAIMER

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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 | |

Repair Facility# F155608

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills
 38700 Grand River Ave.
 Farmington Hills, MI 48335
 General: 248-306-6800
 Fax: 248-699-3000
 www.erhardbmw.com

INVOICE

DEARBORN, MI [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|-------------|-----------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 16532/16533 | T4897 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | 17:00 18JUL16 | | 130.00 | CASH | 18JUL16 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW.FULL.MAINT. | | |
| 09:26 18JUL16 | 16:32 18JUL16 | AXL:48/50000 1)6272501107000474771 | | 11/19 2)CNA | | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

,,,16533 PERFORMED SCOPE CHECK MAINT.

E REPLACE MICRO FILTER

CAUSE: MICROFILTER

0000616 REPLACE MICRO FILTER

5225WMAIN

1 64-11-9-237-555 MICROFILTER/ACTIVATED (N/C)

CARBON:643010 (N/C)

FC: 64310237MP

PART#:

COUNT:

CLAIM TYPE: MAINT

AUTH CODE:

,,,16533 PERFORMED MICRO FILTER SERVICE.

THANK YOU FOR ENTERING THE WORLD OF ERHARD

WE TRULY VALUE AND APPRECIATE YOUR BUSINESS
 PLEASE DRIVE SAFELY

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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 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Repair Facility# F155608

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
 Farmington Hills, MI 48335
 General: 248-306-8800
 Fax: 248-699-3000
 www.erhardbmw.com

INVOICE

PAGE 1

DEARBORN, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|------------------------------------|------------------------|---------|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 8845/8846 | T4252 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | WAIT 06APR16 | | 130.00 | CASH | 06APR16 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW FULL MAINT. | | |
| 10:13 06APR16 | 10:58 06APR16 | AXL:48/50000 1)6272501107000474771 | | | 11/19 2)CNA | | |
| | | T/W CARE PLUS 36MO 11/25/2018 | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A BDC APPOINTMENT
 C101 BDC APPOINTMENT
 5225 CP 0.00 0.00

B ENGINE OIL SERVICE
 CAUSE: OIL SERVICE
 0000610 ENGINE OIL SERVICE (N/C)
 5225WMAIN
 1 11-42-7-854-445 SET OIL-FILTER (N/C)
 ELEMENT:114010 (N/C)
 1 07-11-9-963-132 GASKET RING:T99D00TM (N/C)
 65 83-21-0-390-323 5W30 SYN OIL 1th ltr. (N/C)
 FC: 85990089MP
 PART#:
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

,,, 8846 PERFORMED ENGINE OIL SERVICE.

C WORLD CLASS INSPECTION
 VCR WORLD CLASS INSPECTION
 5225 CP 0.00 0.00

D SCOPE CHECK MAINTENANCE
 CAUSE: SCOPE
 0000105 SCOPE CHECK MAINTENANCE (N/C)
 5225WMAIN
 FC: 85990501MP
 PART#: F
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

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

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 www.erhardbmw.com

INVOICE

DEARBORN, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|---------------------------|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 8845/8846 | T4252 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | WAIT 06APR16 | | 130.00 | CASH | 06APR16 |
| R.O. OPENED | READY | OPTIONS: SOLD-STK: [REDACTED] | | TRN: BMW . FULL . MAINT . | | | |
| 10:13 06APR16 | 10:58 06APR16 | AXL:48/50000 1)6272501107000474771 | | 11/19 2)CNA | | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
| 8846 | PERFORMED | SCOPE | CHECK | MAINT. | | | |

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CUSTOMER 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 |

Repair Facility# F155608

CUSTOMER #: [REDACTED]
UNIT# PLATINUM

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INVOICE

PAGE 1

DEARBORN, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3207 TODD HITSMAN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|---------|-------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 2080/2082 | T4565 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | WAIT 15DEC15 | | | CASH | 15DEC15 |
| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | TRN: | BMW. FULL. MAINT. | | |
| 11:29 15DEC15 | 12:38 15DEC15 | AXL:48/50000 1)6272501107000474771 | | | 11/19 2)CNA | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL | |

A BDC APPOINTMENT

C102 BDC APPOINTMENT

5226 ZERDELIJA, INDRIT LIC#: M235927

CP

0.00 0.00

B SERVICE-RUNNING-IN CHECK

CAUSE: RUNNING IN

0000600 SERVICE-RUNNING-IN CHECK

5226 ZERDELIJA, INDRIT LIC#: M235927

WMAIN

(N/C)

1 11-42-7-854-445 SET OIL-FILTER

ELEMENT:114010

(N/C)

1 07-11-9-963-132 GASKET RING:T99D00TM

(N/C)

65 83-21-0-390-323 5W30 SYN OIL 1th ltr.

(N/C)

2 GEAROIL080 1/2LtrXJ

(N/C)

FC: 85990088MP

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

.... 2082 SERVICE RUNNING IN CHECK PERFORMED SERVICE RUNNING IN CHECK,
.... CONNECT BATTERY CHARGER 13.7V. SCANNED VEH AND DIACTIVATED RUNNING IN
.... CHECK. CLEARED FAULTS AND TEST DROVE VEH. COMPLETED REPAIR

C SCOPE CHECK MAINTENANCE

CAUSE: SCOPE

0000105 SCOPE CHECK MAINTENANCE

5226 ZERDELIJA, INDRIT LIC#: M235927

WMAIN

(N/C)

FC: 85990501MP

PART#:

COUNT:

CLAIM TYPE:

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|--|---|--|--------------------|
| -CERTIFICATION- ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A.300) | ALL PARTS NEW UNLESS OTHERWISE INDICATED. | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| | | LESS INSURANCE | |
| | | SALES TAX | |
| | | PLEASE PAY THIS AMOUNT | |
| | | (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE |

Repair Facility# F155608

CUSTOMER #: [REDACTED]
 UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
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 General: 248-306-6800
 Fax: 248-699-3000
 www.erhardbmw.com

INVOICE

PAGE 2

DEARBORN, MI [REDACTED]
 HOME: [REDACTED]
 BUS: [REDACTED]

CONT: [REDACTED]
 CELL: [REDACTED]

SERVICE ADVISOR: 3207 TODD HITSMAN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|-------------------------------|---------------|------------------------------------|------------------------|-----------|----------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 2080/2082 | T4565 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | WAIT 15DEC15 | | | CASH | 15DEC15 |
| R.O. OPENED | READY | OPTIONS: | | SOLD-STK: | TRN: BMW FULL MAINT. | | |
| 11:29 15DEC15 | 12:38 15DEC15 | AXL:48/50000 1)6272501107000474771 | | 11/19 | 2)CNA | | |
| T/W CARE PLUS 36MO 11/25/2018 | | | | | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

AUTH CODE:

..., 2082 SCOPE CHECK COMPLETED

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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 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Repair Facility# F155608



CUSTOMER #: [REDACTED]
UNIT# PLATINUM

Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6800
Fax: 248-699-3000
www.erhardbmw.com

INVOICE

PAGE 1

DEARBORN, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|------------------------------------|------------------------|-------------|-------------------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 41458/41458 | T4891 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DE | | 30SEP2019 | 17:00 31MAY17 | | 130.00 | CASH | 02JUN17 |
| R.O. OPENED | READY | OPTIONS: | | SOLD-STK: | TRN:BMW.FULL.MAINT. | | |
| 09:03 31MAY17 | 13:00 02JUN17 | AXL:48/50000 1)6272501107000474771 | | 11/19 2)CNA | T/W CARE PLUS 36MO 11/25/2018 | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

A C/S THERE WAS SMOKE COMING FROM UNDER PASSENGER SEAT, AFTER SEAT HEATER WAS TURNED ON.

CAUSE: WATER INGRESS

- 6510009 TROUBLESHOOTING RADIO 901W4BMW (N/C)
- 6512553 +R&I/RPL CENTRAL BASS - RIGHT 901W4BMW (N/C)
- 1 65-13-9-210-152 CENTRAL BASE (N/C)
- 1 65-13-9-290-908 COVER (N/C)
- 30 52-10-1-945-543 CLAMP:529500 (N/C)

Not True on water

FC: 65120050CR
PART#: 65-13-9-210-152
COUNT: 1
CLAIM TYPE: GDWL
AUTH CODE:

....41458 SUBWOOFER SHORTED REMOVED PASSENGER SEAT. INSPECTED HEATED SEAT ELEMENT. FOUND NO PROBLEM WITH SEAT HEATER MAT. VEH INSPECTED WITH FSE BMW NA. FOUND WATER INGRESS INTO SUBWOOFER. SHORTED OUT CAUSED SMOKING. **WAS DETERMINED DUE TO OUTSIDE INFLUENCE. NOT A DEFECT IN MATERIAL OR WORKMANSHIP, THIS REPAIR BEING PERFORMED 100% AS A GOODWILL GESTURE.**

B BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE

LOANER BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE
901IRENT (N/C)

THANK YOU FOR ENTERING THE WORLD OF ERHARD

WE TRULY VALUE AND APPRECIATE YOUR BUSINESS
PLEASE DRIVE SAFELY

| 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 |

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BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 3208 JAMES CASH IV

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|--|------------------------|---|------------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 37096/37105 | T4551 | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | 17:00 21APR17 | | 130.00 | CASH | 21APR17 |
| R.O. OPENED | READY | OPTIONS: | | SOLD-STK: [REDACTED] TRN: BMW.FULL.MAINT. | | | |
| 08:15 10APR17 | 12:52 21APR17 | AXL:48/50000 1)6272501107000474771 11/19 2)CNA | | T/W CARE PLUS 36MO 11/25/2018 | | | |
| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |

5236 JOOSTE, STEYNBERG LIC#: M240640
W4BMW

(N/C)

FC: 0054490100
PART#: [REDACTED]
COUNT: [REDACTED]
CLAIM TYPE: W4BMW
AUTH CODE: [REDACTED]

..., 37105 SERVICE ACTION: IMPLAUSIBLE SENSOR SIGNALS IN CONVERTIBLE
..., ROOF SYSTEM Performed recall SIB 540217, Programming and coding
..., (includes connecting an approved battery charger/power supply and
..., performing a vehicle test. Defect Code: 0054490100. Labor Operation: 00
..., 64 925 (8fru).

THANK YOU FOR ENTERING THE WORLD OF ERHARD
WE TRULY VALUE AND APPRECIATE YOUR BUSINESS
PLEASE DRIVE SAFELY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM NOTIFICATION ARE AT AVAILABLE THE FOR (1) SERVICING YEAR FROM DEALER THE FOR DATE OF INSPECTION PAYMENT BY MANUFACTURER'S REPRESENTATIVE.

-CERTIFICATION-
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A.300)

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

STATEMENT OF DISCLAIMER

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

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 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 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

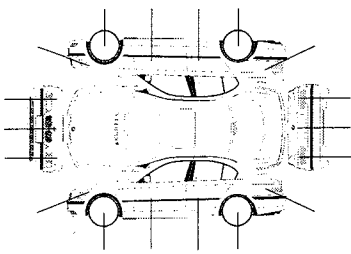
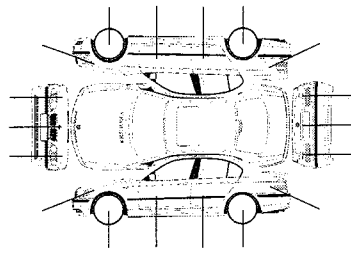
Repair Facility# F155608

BMW Rental Agreement for a Temporary Substitute Vehicle Face Page

ERHARD BMW OF FARMINGTON HILL

38700 GRAND RIVER AVE.
FARMINGTON HILL MI 48335
(248) 306-6800

AUG -4 2017

| CUSTOMER INFORMATION | | | | RO# | Unit # | RA# |
|---|------------------------------|-----------------------|---|------------------------------------|-------------------------------|-------|
| Customer [REDACTED] | | | | [REDACTED] | F17343-00 | 29131 |
| Home Address [REDACTED] N/A | | | | RENTAL VEHICLE INFORMATION | | |
| City DEARBORN | State MI | Zip [REDACTED] | Date and time IN | Date and time OUT | | |
| Driver's License No. [REDACTED] | State MI | Expires 09/04/2021 | | 06/28/2017 | 04:50 PM | |
| Birth Date [REDACTED] | Home Telephone [REDACTED] | | Date and time DUE IN | | | |
| The following person is an additional driver. If no additional drivers, print "NONE" across this section. | | | | 06/28/2017 | 06:00 PM | |
| Additional Driver's Name NONE | Driver's License No. | State | Vehicle VIN WBAJA7C37HG [REDACTED] | License No. [REDACTED] | State MI | |
| Expires | Birth Date | | Year 2017 | Make BMW | | |
| CUSTOMER INSURANCE INFORMATION | | | | Model 301 XDRIVE SEDAN S1 | Color Black Sapphire Metal | |
| Insurer | Policy No. | Expiration Date | Tag # | Mileage IN | | |
| Agent | Telephone | | | Customer Tag # | Mileage OUT 882 | |
| Insured Vehicle Year/Make/Model/Color | | | | Service Advisor KENDRICK CONRAD | Miles Driven | |
| License No. [REDACTED] | State MI | | | FUEL | | |
| RENTAL VEHICLE CONDITION IN AND OUT OF SERVICE | | | | | | |
| Condition OUT: | | | Condition IN: | | | |
|  | | |  | | | |
| CUSTOMER SIGNATURE / INITIALS X _____ | | | CUSTOMER SIGNATURE / INITIALS X _____ | | | |
| <p>By signing this Agreement, you agree to: waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement; release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle; and release us from all liability for consequential, special or punitive damages in connection with this transaction or the reservation or use of a vehicle. X _____</p> <p>The Vehicle may be equipped with global positioning satellite technology or another telematics system, and/or an event data recorder, and you acknowledge that you should have no expectation of privacy. X _____</p> <p>For liability losses involving third persons occurring in Michigan, We are responsible only up to \$20,000 for bodily injury or death to one person and \$40,000 for bodily injury or death to 2 or more persons in any one accident, and only if You, a member of Your immediate family or an Authorized Driver under the agreement were operating the Vehicle at the time of the accident. You may be liable to Us up to the same limits, and You may be liable to injured third persons for amounts in excess of those limits.</p> <p>COMMENTS:</p> | | | | | | |
| <p>By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; and authorize us to to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.</p> | | | | | | |
| <p style="text-align: right;">Customer</p> <p style="text-align: center;">ALL CHARGES SUBJECT TO FINAL AUDIT</p> | | | | | | |

UNIT# PLATINUM

CUSTOMER #: [REDACTED]

Enter The World Of Erhard



Erhard BMW Farmington Hills

38700 Grand River Ave.
Farmington Hills, MI 48335
General: 248-306-6800
Fax: 248-699-3000
www.erhardbmw.com

WORKORDER

PAGE 1

DEARBORN, MI [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3208 CASH IV, JAMES

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG | |
|------------|------------|------------|------------------------|---------|-----------------|---------|-----------|
| MINERAL GR | 16 | BMW M4CV | WBS3U9C50GP [REDACTED] | | 44366/ | T4142 | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 25NOV15 DD | | 30SEP2019 | 17:30 28JUN17 | | 130.00 | CASH | |

R.O. OPENED: 28JUN2017 16:48
 READY: [REDACTED]
 OPTIONS: SOLD-STK: [REDACTED] TRN: BMW.FULL.MAINT.
 AXL: 48/50000 1) 6272501107000474771 11/19 2) CNA
 T/W CARE PLUS 36MO 11/25/2018

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A C101 5209 CP BDC APPOINTMENT | CC:

B S12 5209 W4BMW C/S: SPEAKERS ARE MAKING CLICKING NOISE AND THERE IS SMOKE | CC:

C VCR 5209 CP MULTI-POINT VEHICLE INSPECTION | CC:

D LOANER 5209 IRENT BMW LOANER CAR PROVIDED. GOODWILL GESTURE OF ERHARD BMW, NO CHARGE, \$50.00/DAY VALUE | CC:

CUSTOMER REQUESTED
 OLD PARTS YES OR NO

SERVICE AND PARTS HOURS:
 MONDAY - FRIDAY
 7:30 A.M. TO 6:00 P.M.
 SATURDAY
 8:00 A.M. TO 4:00 P.M.

SALES DEPARTMENT HOURS:
 MONDAY & THURSDAY
 8:00 A.M. TO 9:00 P.M.
 TUESDAY - WEDNESDAY & FRIDAY
 8:00 A.M. TO 6:00 P.M.
 SATURDAY
 10:00 A.M. TO 4:00 P.M.

PRELIMINARY ESTIMATE \$ 0.00

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) | | | |
| REVISED ESTIMATE (3) | | | |

SERVICE AND ENVIRONMENTAL FEE: 15% of the total labor cost is included (maximum \$25.00) for supplies used on your vehicle. Applicable supply items include, but are not limited to, Tape, Pins, Aerospray, Solvent, Rags, Battery Cleaner, Towels, Solder, Carburetor Cleaner, and Disposal of such items in an environmentally correct manner.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

DATE: _____ SIGNED: X _____

X
 CUSTOMER SIGNATURE

CUSTOMER COPY