

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 ☐

19-JUL-2017

Reference No.
11006430

AUG 29 2017

OWNER INFORMATION (Type or Print)

Name

Address

City APPLE VALLEY

State CA

Zip Code

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
WBAPH5G57BN

Make
BMW

Model
328I

Model Year
2011

Date Purchased

8/29/14

Dealer's Name and Telephone Number

Arax Inc

818-569-5750

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Tujunga

State

CA

Zip Code

91062

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain:

Multiple Failure:

Incident Date(s)

09-JUN-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Looks like it should be covered in recall 14V-176
BMW says its not. year, model and engine number show - attached

Failure Mileage
90000

Failure Speed
65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

110 Freeway

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

NA

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2011 BMW 328I. WHILE DRIVING APPROXIMATELY 65 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT ALSO STATED THAT THE VEHICLE FAILED TO START AND WAS STRANDED ON THE CENTER SHOULDER. THE VEHICLE WAS TOWED TO THE ONTARIO BMW DEALER (LOCATED ON AUTO-CENTER DR IN ONTARIO, CA) WHERE IT WAS DIAGNOSED THAT THE VANOS BOLT UNDER THE VALVE ON THE CAMSHAFT FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT SERVICED DUE TO THE REPAIR FEES. THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 14V176000 (ENGINE AND ENGINE COOLING). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THE VEHICLE WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER ALSO STATED THAT THERE WAS AN EXTENDED WARRANTY FOR TEN YEARS AND THEY WOULD NEED TO CONTACT THE SERVICE MANAGER AT THE LOCAL DEALER TO VERIFY COVERAGE. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

Attachment 1 - Recall 14V-176 showing model/engine type / manufacture Dates - Should include my car.

Attachment 2 - mechanic. Diagnose and cost.

I had to trade in my vehicle taking a huge loss because fixing it was 7000.00 and could not be repaired. I had no choice with no vehicle, losing 10,000.00

ATTACH ADDITIONAL SHEETS IF NECESSARY

I tried to verify Vin and see if there was a error
BMW North America would not
talk or verify.

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

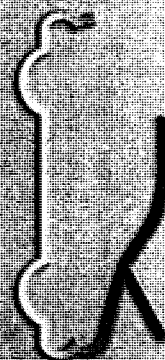
WASHINGTON, DC

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



U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



SI B11 07 14
Engine

October 2014
Technical Service

①

Recall Campaign 14V-176: N51, N52K and N52T Engine – Replace VANOS Gear Bolts

New information provided by this revision is preceded by this symbol .

This Service Information bulletin supersedes SI B11 07 14 dated September 2014.

PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

BMW centers must ensure Recalls are completed after having been notified by BMW of North America, LLC (BMWNA) that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the center's possession at the time of notification. In BMW NA's case, this notification would typically be made by the issuance of a Recall notification in the form of a Service Information bulletin (SIB) or transmission of a Dealer Communication System (DCS) Recall message.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a Recall Campaign is announced by BMW NA, centers must ensure that all Recalls on new vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer. This means that centers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open Recall.

The Safety Act also prohibits centers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open Recall has been completed BEFORE delivery. This also pertains to vehicles in the Certified Pre-Owned program, and to items of replacement equipment.

Finally, BMW centers should not sell or use parts that have been recalled by BMW NA. Please follow the specific instructions provided by BMW NA on the return or disposition of the parts.

MODEL

E70 (X5)	E82 (1 Series Coupe)	E83 (X3)	E88 (1 Series Convertible)
E89 (Z4)	E90 (3 Series Sedan)	E91 (Sports Wagon)	E92 (3 Series Coupe)
E93 (3 Series Convertible)	F10 (5 Series Sedan)	F25 (X3)	



SITUATION

The VANOS adjustment units may develop an internal oil leakage that will no longer allow the VANOS to adjust quickly enough. Due to this leakage, the vehicle's engine emergency mode and engine malfunction are permanently active.



AFFECTED VEHICLES

This Recall involves certain E70, E71, E82, E88, E89, E90, E92, E93, F10 and F25 vehicles with the N51, N52K and N52T engines produced from September 2009 to November 2011.

Last 7 of VIN:

N [REDACTED]

manufactured date: 03/11

in service date

6/6/11

①

Vehicles which require this Recall Campaign will show the following Campaign Code:

00 11 35 03 00

The Campaign Code is located in the "Open Campaign Information" section in the DCSnet Warranty Vehicle Inquiry and in the Key Reader.

First check if a Recall Campaign label with a code number **684** is already attached to the vehicle's B-pillar.

If a code number **684** has been punched out, the Campaign has already been performed and no further action is necessary.

CUSTOMER RECALL NOTIFICATION LETTER

BMW NA is sending VIN-specific customer Recall notification letters approximately September 25, 2014. A sample letter is attached.

UNAFFECTED VEHICLES

Applicable vehicles which had both VANOS adjustment units (P/N 11 36 7 583 207 and P/N 11 36 7 583 208) or had a complete new or remanufactured engine assembly (with cylinder head) previously replaced on or after September 1, 2012, have installed parts that meet the requirements of this Recall Campaign. No further repair is necessary.

CORRECTION

On the affected vehicles:

1. Replace the VANOS assembly's gear bolts on the units that **do not** have any loose and/or broken bolts (one side or both as applicable).
2.  If the gear bolts on a VANOS assembly are found loose and/or broken, replace the entire VANOS assembly. If the heads of the bolts are broken, the missing pieces must be found and removed from the engine before the engine repairs are completed.

The VANOS assembly bolt removal and installation video can be viewed via the TIS Website:

1. Select "Service Reference" from the top menu bar.
2. Select "Service Videos"
3. Select "General Search"
4. Select "[11] Engine" and "Submit"

Select "V11 03 14 September 2014 – Recall 14V- 176: N51, N52K, N52T and N55 Engine – Replace VANOS Gear Bolts.

Do not automatically replace both VANOS assemblies if only one unit has a loose and/or broken bolt (s).

Refer to the attachment for special tool requirements, tool operation and repair procedures.

 **It is necessary that the procedure described in the attachment be performed with the vehicle at room temperature. Performing the torque sequence described in this bulletin with a hot engine will result in an inaccurate torque value.**

PARTS INFORMATION

Refer to the appropriate parts list that matches the repair. Each parts table has the description of the repair listed below.

Reuse the strut brace bolts.

Replace the following parts only if they are found damaged or leaking:

Part Number	Description	Quantity
11 12 7 575 422	Coil Sleeve	6
11 12 7 552 280	Valvetronic Motor (VVT) Seal	1
11 12 7 559 699	Valvetronic (VVT) Eccentric Shaft Seal	1

Replacement of the VANOS adjustment units described in this bulletin does not require TeileClearing authorization.

Do not discard the replaced parts. These parts will be requested by the Warranty Parts Return Center (WPRC).

UPDATE Parts List A:

The parts list below is only for vehicles that receive replacement VANOS adjustment unit bolts for the intake and exhaust.

Part Number	Description	Quantity
11 36 8 602 263	VANOS Bolt (ISA screw M7x21)	8*
11 12 7 582 245	Profile Seal	1

*Additional replacement bolt(s) may be needed if they do not torque to the correct specification. Claim additional bolt(s) as necessary and explain the reason in the claim comments.

UPDATE Parts List B:

The parts list below is only for vehicles that receive one replacement VANOS adjustment unit and VANOS adjustment bolts on the intake or exhaust VANOS adjustment unit.

Part Number	Description	Quantity
11 36 8 602 263	VANOS Bolt (ISA screw M7x21)	4*
11 12 7 582 245	Profile Seal	1
11 36 7 524 954	Collar Screw	1
11 31 7 534 251	Chain Tensioner Seal Ring	1
11 36 7 583 207	Intake VANOS Adjustment Unit	1
or		
11 36 7 583 208	Exhaust VANOS Adjustment Unit	1

*Additional replacement bolt(s) may be needed if they do not torque to the correct specification. Claim additional bolt(s) as necessary and explain the reason in the claim comments.

Parts List C:

The parts list below is only for vehicles that receive both intake and exhaust replacement VANOS adjustment units.

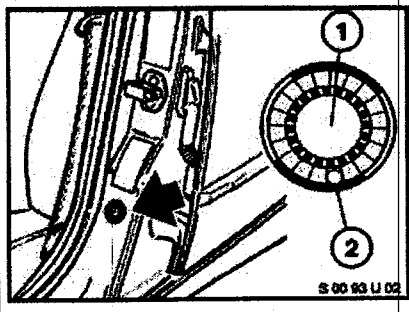
Part Number	Description	Quantity
11 12 7 582 245	Profile Seal	1
11 36 7 524 954	Collar Screw	2
11 31 7 534 251	Chain Tensioner Seal Ring	1
11 36 7 583 207	Intake VANOS Adjustment Unit	1
11 36 7 583 208	Exhaust VANOS Adjustment Unit	1

Additional Work (Parts List B and C): Removing and Installing the Engine Oil Pan when Necessary

Part Number	Description	Quantity
Refer to EPC	Set Oil-Filter Element	1

Also, refer to ETK and the repair instructions for onetime-use fasteners and component information regarding additional and/or replacement screws, gaskets and seals that need to be installed and claimed.

LABEL INSTRUCTIONS



This Recall Campaign has been assigned code number **684**. After the vehicle has been checked and/or corrected, obtain a label **684** (SD 92-439) and:

- A. Emboss your BMW center warranty number in the middle of the label (1);
- B. Punch out code number **684** (2), printed on the label; and
- C. Affix the label to the B-pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one, because a number from an underlying label could appear in the punched-out hole of the new label.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	00 11 35 03 00	
Labor Operation:	Labor Allowance:	Description:
11 99 000	1 FRU	No repair is necessary; both VANOS units were replaced on or after 9/1/2012 under warranty or program as shown in DCSnet; no repair reimbursement is required

Note the repair order/claim number, date and mileage of the prior repair in the claim comment section.

Or:

Parts List A:

Labor Operation:	Labor Allowance:	Description:
00 62 097	Refer to KSD2	Replace the bolted connection on the VANOS adjustment units (both)

Or:

Parts List B:

Labor Operation:	Labor Allowance:	Description:
00 62 098	Refer to KSD2	Replace a VANOS (one) adjustment unit; replace the bolted connection on an adjustment unit (other side)

Or:

Parts List C:

Labor Operation:	Labor Allowance:	Description:
00 62 099	Refer to KSD2	Replace both VANOS adjustment units

Labor operation codes 11 99 000 (WT), 00 62 097, 00 62 098 and 00 62 099 are Main labor operations.

Additional Work

With Labor Operations 00 62 098 or 00 62 099, as necessary:

Labor Operation:	Labor Allowance:	Description:
11 13 505	Refer to KSD2	With the replacement of one or both VANOS adjustment units: Removing and installing the engine oil pan to remove fragments

And/or:

When other additional work and/or parts are required as a result of this issue, including the applicable labor operations listed in KSD2, claim these items under the defect code listed above.

And:

Sublet - Materials

Sublet Code 4	Reimbursement for used quantities of required operating fluids (applicable BMW
---------------	--

	See sublet reimbursement calculation below	part numbers. Do not use these part numbers for claim submission)
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Sublet calculation: Reimbursement for used quantities of required operating fluids (applicable BMW part numbers) at dealer net plus handling.

Enter the material cost in sublet and itemize the amount in the claim comment section.

And, as necessary:

Prior Repair Expense Review

Note: The reimbursement procedure outlined in SI B01 10 14 for the VANOS Limited Warranty Extension does not apply to these vehicles.

During repair order write-up, please review the following as applicable for prior repairs:

- The DCSnet "Repair History (Claims) – Warranty, Certified Pre-owned or Goodwill
- Authorized BMW center's customer-pay invoice
- Independent repair shop's customer-pay invoice

It is important to ensure the repair addresses the VANOS issue described in this Service Information bulletin.

Use the above information to determine which of the following applies.

Repair is necessary and a reimbursement is required: A vehicle is in your workshop for this Recall that had one or both VANOS adjustment units replaced prior to 9/1/2012 or had only one VANOS adjustment unit replaced on or after 9/1/2012.

Or:

No repair is necessary; however, a reimbursement is required: A vehicle is in your workshop for this Recall that had both VANOS adjustment units replaced on or after 9/1/2012.

No future repair is necessary; however, a reimbursement is required: Your center is only presented with a customer-pay invoice where both VANOS adjustment units were replaced on or after 9/1/2012.

Please retain the "original" customer-pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Sublet – Prior Repair Expense Reimbursement (Recall Submission)

For the three items listed above, submit for the prior repair expense reimbursement under Recall defect code **00 11 35 03 00** and, when applicable, together with the Recall repair, as follows:

Sublet Code 3	See sublet reimbursement below	Prior customer-pay reimbursement
---------------	--------------------------------	----------------------------------

- Enter the reimbursement as sublet dollar amount (with no markup).
- Comment: VANOS Recall Campaign 14V-176, reimbursement for allowable expenses related to the previous customer-pay repair.
- Note the date and mileage of the prior repair.

Or:

Future repair is necessary and a reimbursement is required: Your center is only presented with a customer-pay invoice where one or both VANOS adjustment units were replaced prior to 9/1/2012 or had only one VANOS adjustment unit replaced on or after 9/1/2012. This vehicle will require a future repair to complete the Recall.

Sublet – Prior Repair Expense Reimbursement (Non-Recall Submission)

Submit a claim for this prior customer-pay repair expense as follows:

Defect Code:	85 99 00 12 NA	
Sublet Code 3	See sublet reimbursement below	Prior Customer-Pay Reimbursement

- Enter the reimbursement as sublet dollar amount (with no markup).
- Comment: VANOS Recall Campaign 14V-176, reimbursement for allowable expenses related to the previous customer-pay repair.
- Note the date and mileage of the prior repair.

A claim submission under "Defect Code 85 99 00 12 NA" **will not close the** "open" Recall on the vehicle, since the vehicle was not available to perform the VANOS Recall repair.

CUSTOMER SATISFACTION SUPPORT

BMW of North America, LLC remains committed to providing exceptional service and delivering an Ultimate Customer Experience.

As part of our focus on improving customer satisfaction, your center may claim up to a maximum of \$50.00, a goodwill gesture, to "surprise & delight" the customer. Giving customer options can help tailor the service experience to their liking.

Recommended options:

- Swap loaner vehicle with customer's vehicle and back at a location of their preference (home, office, etc.)
- Top-off the vehicle's fuel tank
- Lifestyle items
- Detail the customer's vehicle

Please extend this goodwill to the customers when Recall Campaign 14V-176 is performed at your center.

Defect Code	85 10 02 54 NA	VANOS Recall Campaign – Customer Support Program
Sublet Code 4	Up to \$50.00	Reimbursement for "Surprise & Delight"

Please explain the type of goodwill provided and itemize the amount on the repair order and in the claim comment section. Retain and file the corresponding invoices.

Note: Aftersales Area Manager (AAM) "Field Authorization" (FAS) is not required.

ALTERNATE TRANSPORTATION

BMW "AMP-UP" Customer Care – Temporary Fleet Increase Initiative

BMW NA expects increased AMP vehicle demand, volume and duration, as a result of VANOS Recall Campaign 14V-176.

Your Area Manager (AM) has a procedure to assist you in calculating and determining if a temporary fleet increase is needed at your center.

This option is not available if your center already has an approved and active temporary fleet increase in place.

Time Periods and Dates for this Initiative

Total Duration:	4 Months (Plus 30-day ramp down)
Request Submission Period:	September 15, 2014 to September 29, 2014
Increase Period:	September 15, 2014 to January 15, 2015
Fleet Level Restoration Deadline:	February 15, 2015

- All requests must be submitted no later than the "Request Submission Period" specified above.
- Approved number of additional vehicles may be added to your existing fleet immediately upon approval and fully utilized for the duration of the pre-determined "Increase Period."
- Your fleet must be restored to the pre-Customer Care approved limits by the "Fleet Level Restoration Deadline" date, **without** exception.

Please refer [SI B01 16 14](#) for more information.

ATTACHMENTS

View PDF attachment [B110714 Q&A](#).

View PDF attachment [B110714 Customer Letter](#).

View PDF attachment [B110714 Repair Procedure](#).

DreamCars

12972 Hesperia Rd.

Victorville, CA 92395

Shop Phone: (760) 241-8400

Web Address: www.dreamcarsautorepair.com



Invoice

Estimate Ref: [REDACTED]

Date Printed: 08/10/2017

Printed Time: 11:59 am

B.A.R. # 281889

Hat/Ref: 80 cc:8880

Time Promised:

2011 BMW 328i L6 3.0L 2996CC FI GAS N N51B30A

VIN: WBAPH5G57BN [REDACTED]

License: [REDACTED]

Mileage In: 98,169

Date Written: 07/07/2017

Unit #:

Mileage Out: 98,169

Written By: JESC

Apple Valley, CA [REDACTED]

Home: Work:

Cell: [REDACTED]

Email: [REDACTED]

DOM: 03/11

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Diagnosis- MISC	Diagnosis- MISCELLANEOUS	JC1			
Labor 2	Work Requested - Diagnose and Advise				110.00
Note/Title					

STORAGE FEES: NOTE THAT STORAGE FEES OF \$75.00 A DAY WILL APPLY 3 DAYS AFTER REPAIRS COMPLETED AND VEHICLE NOT PICKED UP.***

PER CUSTOMER WENT TO DEALERSHIP FOR CEL AND RECALLS. AFTER WORK BEING DONE ON VEHICLE CUSTOMER DROVE IT AWAY AND NO MORE THAN 50 MILES IT STOPPED RUNNING. CUSTOMER BELIEVES THAT THE ISSUE MAY BE CONCERNING A RECALL REPAIR. THE DEALERSHIP IS NOT CLAIMING RESPONSIBILITY AND SAYING THAT IT HAS TO DO WITH VANOS SYSTEM. PLEASE INSPECT AND ADVISE.

Note/Title

UNABLE TO TELL WHICH INDICATORS ARE ON UNTIL VEHICLE IS RUNNING.

ENGINE CRANKS BUT DOESN'T HAVE ANY COMPRESSION. CAMSHAFT IS NOT TURNING. FAULTS STORED IN SYSTEM FOR INTAKE AND CRANK SYNC AS WELL AS INTAKE CAM SENSOR. RECOMMENDED TO REMOVE EXHAUST CAM AND INSPECT FOR CYLINDER HEAD DAMAGE**

Job Total: 110.00

Vehicle Inspection	Vehicle Inspection				
Labor 1	Work Requested - Perform Vehicle Inspection.				0.00

Job Total: 0.00

TOWED TO SHOP BY CUST TOWED TO DREAMCARS BY CUST

Note/Title

VEHICLE TOWED TO DREAMCARS/ SHOP BY CUSTOMER.

Job Total: 0.00

R&I	Remove and Inspect	JC1			
Labor 2	Work Requested - Remove, disassemble and inspect. Reassembly will depend on nature of results from inspection.				1,100.00

Note/Title

NOTE THAT CUSTOMER WILL BE NOTIFIED REGARDING RESULTS OF INSPECTION AFTER DISSASSEMBLY/REMOVAL. CUSTOMER WILL BE NOTIFIED OF RESULTS AND APPROVAL NECESSARY FOR ANY FURTHER STEPS. UPON PUTTING COMPONENTS BACK AFTER REMOVAL AND INSPECTION, THERE MAY BE GASKETS ETC REQUIRED TO PUT AREA BACK TOGETHER.

FINDING:
VANOS ACTUATOR BOLTS BROKEN, ENGINE KEPT ON TURNING POSSIBLE INTERNAL ENGINE DAMAGE. ENGINE MAY BE REPLACED.

Job Total: 1,100.00

AUTHORIZATION	AUTHORIZATION	JC1
Note/Title		

DreamCars

12972 Hesperia Rd.

Victorville, CA 92395

Shop Phone: (760) 241-8400

Invoice

Estimate Ref: [REDACTED]

Date Printed: 08/10/2017

Printed Time: 11:59 am

B.A.R. # 281889

Web Address: www.dreamcarsautorepair.com

Hat/Ref: 80 cc:8880

Time Promised:

2011 BMW 328i L6 3.0L 2996CC FI GAS N N51B30A

VIN: WBAPH5G57BN [REDACTED]

License: [REDACTED]

Mileage In: 98,169

Date Written: 07/07/2017

Unit #:

Mileage Out: 98,169

Written By: JESC

Apple Valley, CA [REDACTED]

Home: [REDACTED] Work: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

DOM: 03/11

Save Old Parts: No

AUTHORIZATION: 7/12/17, 1:54PM: [REDACTED] CALLED STACY AT DREAMCARS AND APPROVED THE ADDITIONAL COST OF THE REMOVAL AND INSPECTION OF CYLINDER HEAD. SHE IS AWARE OF THE ESTIMATE FOR DOING THE CYLINDER HEAD REPLACEMENT IF THAT IS WHAT WOULD BE RECOMMENDED- TBD. AMOUNT APPROVED IS AN ADDITIONAL 1760.00 ON TOP OF THE 110.00 ORIGINAL DIAGNOSIS AMOUNT. \$1220.00 IS THE REVISED ESTIMATE FOR THE REMOVAL AND INSPECTION.

7/17/2017, 11:30AM CUSTOMER [REDACTED] CAME IN AND PICKED UP KEY WITH [REDACTED] TO HAVE KEY SCANNED BY BMW DEALER FOR ANY RECALLS ETC ASSOCIATED WITH HER VEHICLE REGARDING THE ISSUE DREAMCARS FOUND.

Job Total: 0.00

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$0.00

Labor: \$1,210.00

Sublet: \$0.00

Misc: \$0.00

Hazmat: \$0.00

Supplies: \$10.00

Tax Total: \$0.00

Invoice Total: **\$1,220.00**

I hereby authorize the above repair on the car or truck herein described and acknowledge on above car or

Authorized By [REDACTED]

material and hereby grant you and/or your employees permission to operate the vehicle for the purpose of testing and/or inspection. An express mechanic's lien is hereby

Date

8/10/17

Time

12pm

8/10/2017

DREAMCARS ENTERPRISES
16675 WALNUT ST STE A
HESPERIA, CA 92345
760-948-2644

DREAMCARS ENTERPRISES

Date: 08/10/2017 12:02:18 PM

CREDIT CARD SALE

MASTERCARD

CARD NUMBER: ***** K

TRAN AMOUNT: \$1,220.00

APPROVAL CD:

RECORD #: 000

CLERK ID: 553678

SALES TAX: \$0.00

INVOICE #: 25669

Have a nice day!

Customer Copy