



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

16-AUG-2017

OCT 10 2017

Repository

Reference No.
11015746

Daytime Telephone Number

Evening Telephone Number

E-mail Address

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PALM CITY State FL Zip Code [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WBADX7C50BE [REDACTED] Make BMW Model 335i Model Year 2011

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

Transmission Type Antilock Brakes Cruise Control Powertrain Multiple Failure: Incident Date(s) 05-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS Failure Mileage Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

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

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

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

APPLICABLE INCIDENT INFORMATION

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

Crash 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 335I. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V071000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED A LOCAL DEALER (COGGIN BMW LOCATED AT 4429 SOUTH US 1 HIGHWAY FORT PIERCE, FL) AND WAS INFORMED THAT THE PARTS WERE ON BACKORDER. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. PARTS DISTRIBUTION DISCONNECT.

SEE ATTACHED REPAIR COPY.
TAKATA AIRBAG REPLACED ON 9-27-17.

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.



CUSTOMER #: [REDACTED]

BMW TREASURE COAST

INVOICE

4429 South US Highway 1 · Fort Pierce, FL 34982
(772) 429-8300

(877) 666-7751 MVR#62915

SERVICE DEPARTMENT HOURS

7:00 a.m. to 6:00 p.m. Monday to Friday

8:00 a.m. to 5:00 p.m. Saturday

PALM CITY, FL [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 800462 NEAL COLUMBUS SIRM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	11	BMW 335I	WBADX7C50BE [REDACTED]		53218/53220	T5342	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05OCT10 DD		05OCT2014	WAIT 27SEP17			CASH	27SEP17

R.O. OPENED	READY	OPTIONS:
10:58 27SEP17	12:37 27SEP17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PASSENGER SEATBELT IS LOCKING WHEN CUSTOMER TRIES TO USE IT_ PLEASE ADVISE

CAUSE: PASSENGER SEATBELT IS LOCKING
DIAG DEFAULT

806459 CPC

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
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CHILD LOCK WAS ON, TURNED CHILD LOCK OFF WITH KEY. SEATBELT IS NOT LOCKING.

B SERVICE CAMPAIGN 0032350200 -B650416 RECALL DRIVER'S FRONT AIR BAG

CAUSE: RECALL DRIVER'S AIRBAG

0064072 SIB 65 04 16

806459 W

1 32-30-6-884-664 AIRBAG MODULE,

DRIVER'S SIDE:889700

(N/C)

(N/C)

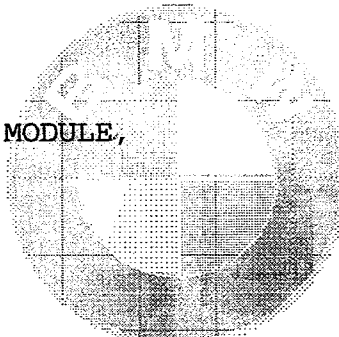
FC: 0032350200

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:



PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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DISCONNECTED BATTERY, REMOVED AND INSTALLED NEW AIRBAG, RECONNECTED BATTERY. HORN IS OPERATING PROPERLY AS OF THIS TIME.

SERIEN-NR: 16B2250P0955

C TAKATA AIRBAG RECALL

TAKATA DEFAULT

806459 CPC

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D Complimentary Safety Inspection 69.95 value no-charge to customer

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$40.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
ADJUSTMENTS	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135 College Park, GA 30349



CUSTOMER #: [REDACTED]

INVOICE

BMW TREASURE COAST
4429 South US Highway 1 · Fort Pierce, FL 34982
(772) 429-8300

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CONT: [REDACTED]

BUS: [REDACTED]

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10:58 27SEP17	12:37 27SEP17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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bill to service as goodwill

CAUSE: SAFETY INSPECTION

DI1 Complimentary Safety Inspection 69.95 value

no-charge to customer bill to service as

goodwill

806459 CPC

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

COMPLETED SAFETY INSPECTION, TIRES AT MIN SPEC. BRAKES ABOVE MIN

SPEC. FLUIDS AND AIR PRESSURES HAVE BEEN CHECKED.

E COMPLIMENTARY VEHICLE HAND WASH AND VAC. \$9.95 VALUE NO CHARGE TO

CUSTOMER BILL TO SERVICE AS GOODWILL

DR1 Courtesy Service Wash

806479ICOMP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

WAIT CREATED 2017-09-22

11:23:00AM TAKEN BY KAT HLEEN

BELL

COGGIN BMW SERVICE COMMITMENT

OUR FACTORY CERTIFIED PROFESSIONAL TEAM

IS COMMITED TO CREATING AN EXCEPTIONAL

EXPERIENCE USING BMW OE REPLACEMENT PARTS

2 YEAR UNLIMITED MILEAGE WARRANTY AND PRICE

MATCH GUARANTEE INCLUDING TIRES!

WE APPRECIATE YOUR BUSINESS

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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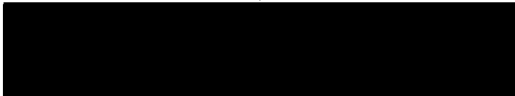
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENTS	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135 College Park, GA 30349

Repair Estimate

PREPARED FOR



Service Advisor
Neal Sirmons (800462)
nsirmons@cogginauto.com

Date 09/27/2017 12:40 PM
2011 BMW 335I
VIN WBADX7C50BE [REDACTED]
Mileage 53,220
RO# [REDACTED]

Service Name	Price
[Primary]: DIAG : PASSENGER SEATBELT IS LOCKING WHEN CUSTOMER TRIES TO USE IT_ PLEASE ADVISE	0.00
[Primary]: TAKATA : TAKATA AIRBAG RECALL	0.00
[Primary]: D11 : Complimentary Safety Inspection 69.95 value no-charge to customer bill to service as goodwill	0.00
[Primary]: DR1 : COMPLIMENTARY VEHICLE HAND WASH AND VAC. \$9.95 VALUE NO CHARGE TO CUSTOMER BILL TO SERVICE AS GOODWILL (I)	0.00
Printed on September 27, 2017	
Quote expires on October 27, 2017	

Subtotal	0.00
Shop Charges	0.00
Tax	0.00
Total	0.00



Coggin BMW Treasure Coast
4429 South US Highway 1
Fort Pierce, FL 34982

