

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

NET-010

CL-11031308-5650

LEITH BMW

5603 CAPITAL BOULEVARD

RALEIGH, NORTH CAROLINA 27616

29 JULY 2017

AUG - 8 2017

[REDACTED]
RALEIGH, NORTH CAROLINA 2 [REDACTED]

DEAR SIR:

THIS LETTER IS IN REFERENCE TO RECALL NOTICE 17V-328 AND VEHICLE IDENTIFICATION NUMBER
WBAHN835X8D [REDACTED]

ON OR ABOUT 24 APRIL 2015 MY VEHICLE WAS PRESENTED TO YOUR LOCATION FOR SAFETY REPAIRS
ASSOCIATED WITH PASSANGER SIDE DOOR THAT WOULD NOT CLOSE AND THEREFORE NOT LOCK. AS
STATED IN THE RECALL NOTICE DOOR LATCH SYSTEM UPDATE WILL BE PERFORMED FREE OF CHARGE.

ON OR ABOUT 3 JUNE 2015 MY VEHICLE WAS RETURNED. THE SERVICE COST FOR THE REPAIR (S) CAME
TO A GRAND TOTAL OF \$2250.66 AS EVIDENCED BY THE PAID INVOICES ENCLOSED.

PLEASE TAKE THE STEPS NECESSARY TO MAKE AN IMMEDIATE REFUND OF \$2250.66.

IN ADDITION THE DRIVER SIDE DOOR DOES NOT CLOSE PROPERLY AND I AWAIT THE RESULTS OF THE
REMEDY FOR THE RECALL NOTICE.

PLEASE SEND ANY CORRESPONDENCE IN WRITING,

THANK YOU IN ADVANCE
[REDACTED]
[REDACTED]

CC:

BMW GROUP COMPANY

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

22

AM
10-3-17
Wb

CUSTOMER #:

INVOICE

LEITH BMW

5603 Capital Boulevard · Raleigh, NC 27616

www.leithbmw.com

(919) 876-5432

(919) 876-5444

EXT. 312, 289, 417

FAX (919) 878-1611

E-MAIL: service@leithbmw.com

RALEIGH, NC

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 6250 JERMAINE BRODIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
475/SAPPHI	08	BMW 750LI	WBAHN835X8D		78725/78744	T3623	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB08 IS		13FEB2012	17:00 24APR15			CASH	28APR15
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:N62T			

09:30 24APR15 11:34 28APR15

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

A CUST STATES THE FRONT DRIVERS DOOR WILL NOT SOFT CLOSE

33 NO CHARGE

8120 C1

0.00 0.00

1 51-21-7-202-136 LOCK, COMPLETE, FRONT

RIGHT:512011

511.85 511.85 511.85

,,,78725 N/C NOTE ONLY.

B CUST STATES THE PASS FRONT DOOR WILL NOT CLOSE

B-51000 BODY EQUIPMENT REPAIR/DIAG

8120 C1

65.00 65.00

B-51000 BODY EQUIPMENT REPAIR/DIAG

8120 C1

325.00 325.00

,,,78725 ADDITIONAL RLT 2.5 (3.0 TOTAL) REPLACED R/F DOOR

,,,LATCH/ACTUATOR ASSEMBLY. INTERIOR DOOR RELEASE BOWDEN CABLE MOUNT

,,,PREVIOUSLY DAMAGED, SOP.*****RLT .5 CHECK OUT, FOUND DOOR LATCH NOT

,,,HOLDING CLOSED POSITION.

CUSTOMER PAY SUPPLIES FOR REPAIR ORDER

20.00

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, and the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	390.00
PARTS AMOUNT	511.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	921.85
LESS INSURANCE	0.00
SALES TAX	34.55
PLEASE PAY THIS AMOUNT	956.40

I HEREBY AUTHORIZE ANY ADDITIONAL NEEDED ADD ON WARRANTY REPAIRS

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

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PAGE 1

RALEIGH, NC [REDACTED]

HOME [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 6250 JERMAINE BRODIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
475/SAPPHI	08	BMW 750LI	WBAHN835X8D [REDACTED]		79401/79404	TWE32

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB08 IS		13FEB2012	17:00 28MAY15			CASH	03JUN15

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: DLR [REDACTED] ENG: N62T

09:44 20MAY15 13:39 03JUN15

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

A E	B-51000 BODY EQUIPMENT REPAIR/DIAG						
	8120 C2					224.88	224.88
	1 51-21-7-194-838 OUTER DOOR OPENER PAINTED						
	TO:512012				836.40	836.40	836.40
	1 51-21-7-191-574 CARRIER, OUTSIDE DOOR						
	HANDLE:512013				160.68	160.68	160.68
	MISC OVERNIGHT FREIGHT CHARGE						
	C1					5.00	5.00

,,,79401 RLT 2.5 REPLACED R/F OUTSIDE DOOR HANDLE ASSEMBLY AND
 ,,,,CARRIER.

B RENTAL CAR

RENTAL RENTAL CAR

8120ILOAN

(N/C)

[Handwritten signatures and stamps]

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	224.88
PARTS AMOUNT	997.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.00
TOTAL CHARGES	1226.96
LESS INSURANCE	0.00
SALES TAX	67.30
PLEASE PAY THIS AMOUNT	1294.26

I HEREBY AUTHORIZE ANY ADDITIONAL NEEDED ADD ON WARRANTY REPAIRS

BMW



IMPORTANT SAFETY RECALL – Remedy Unavailable

This notice applies to your vehicle, **WBAHN835X8D** [REDACTED]
Recall Campaign No. 17V-328: Door Latches

July 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2005-2008 BMW 7 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

Why are we contacting you?

At the present time, we are not ready to perform this recall on your vehicle. We will notify you with a follow-up letter as soon as we can perform this recall. **Please note that your vehicle may have been previously affected by recall 12V-504. This new recall, 17V-328, replaces 12V-504.**

What could happen?

This recall involves the door latch system. The door can appear to be closed, although it may have stopped in a position close to the vehicle body and not be completely closed. Therefore, an irregular road surface, or inadvertent contact with the door interior, could cause the door to unexpectedly open while driving. If the door unexpectedly opens while driving, this could result in a crash or increase the risk of injury.

If the door does not close or stay latched, do not attempt to drive while trying to hold the door closed. If the door unexpectedly opens while driving, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to drive the vehicle. Please contact an authorized BMW center to have your vehicle inspected and, if necessary, repaired.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

What will BMW do?

The door latch system update will be performed **free of charge**. You will receive a follow-up letter from us which will include the repair time when the specific details about the repair is finalized.

What if the current vehicle ownership information is incorrect?

You can update the vehicle ownership or your contact information by completing the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>. **If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if you have questions or experience problems?

For the latest updates to this recall, please visit www.bmwusa.com/recall. Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at CustomerRelations@bmwusa.com.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your safety belt at all times.

Sincerely,

BMW of North America, LLC

Company
BMW
of North America, LLC
BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-
1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

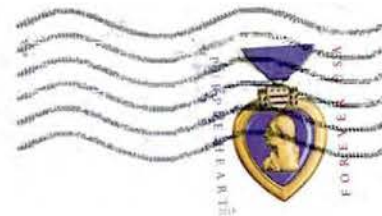
E-mail
CustomerRelations@bmwusa.com

Internet

Spanish translation on back side
Traducción en español en el lado inverso

RALEIGH, NC

RALEIGH NC 275
Research Triangle Region
31 JUL 2017 PM 2 L



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE S.E.
WASHINGTON, DC 20590